ROUTING SLIP
CONTRACTS AND AGREEMENTS

Originating Department: **Finance**

Council Meeting Date: 2/11/2016

Department Contact: **Larry Conwill**

Phone # **2556-427-5066**

Contract or Agreement: **Modification No. 2 Tyler Technologies, Inc.**

Document Name: **Mod. No. 2 to the Agreement between the City of Huntsville and Tyler Technologies, I...**

City Obligation Amount:

Total Project Budget:

Uncommitted Account Balance:

Account Number:

Procurement Agreements

Select...	Select...

Grant-Funded Agreements

Select...		
	Grant Name:	

Department	Signature	Date
1) Originating		
2) Legal		2-4-2016
3) Finance		
4) Originating		
5) Copy Distribution		
a. Mayor's office (1 copies)		
b. Clerk-Treasurer (Original & 2 copies)		

Revised 04/15/2011

CITY COUNCIL AGENDA ITEM COVER MEMO

Agenda Item Number_____

Meeting Type: <u>Regular</u>

Meeting Date: 2/11/2016

Action Requested By:
<u>Finance</u>

Agenda Item Type
<u>Resolution</u>

Subject Matter:

Contract Modification with Tyler Technologies

Exact Wording for the Agenda:

Resolution authorizing the Mayor to enter into Modification No. 2 amending the agreement between Tyler Technologies, Inc. and the City of Huntsville dated June 26, 2014 and previously amended on March 12, 2015.

Note: If amendment, please state title and number of the original

Item to be considered for: <u>Action</u>

Unanimous Consent Required: <u>No</u>

Briefly state why the action is required; why it is recommended; what Council action will provide, allow
and accomplish and; any other information that might be helpful.

Associated Cost:

Budgeted Item: <u>Not applicable</u>

MAYOR RECOMMENDS OR CONCURS? <u>Yes</u>

Department Head:

Date: 2/3/2016

revised 3/12/2012

RESOLUTION NO. 16-____

        BE IT RESOLVED by the City Council of the City of Huntsville, Alabama, that the Mayor be, and is hereby authorized to execute Modification No. 2 to the Agreement between the City of Huntsville and Tyler Technologies, Inc., on behalf of the City of Huntsville, a municipal corporation in the State of Alabama, which said Agreement is substantially in words and figures similar to that certain document attached hereto and identified as "Modification No. 2 to the Agreement between the City of Huntsville and Tyler Technologies, Inc., as adopted by Resolution No. 14-479 on June 26, 2014, and Resolution No. 15-164 on March 12, 2015", consisting of two (2) pages plus sixty-five (65) additional pages consisting of Attachments A-F, and the date of February 11, 2016, appearing on the margin of the first page, together with the signature of the President or President Pro Tem of the City Council, an executed copy of said document being permanently kept on file in the Office of the City Clerk-Treasurer of the City of Huntsville, Alabama.

        ADOPTED this the 11th day of February, 2016.

                                        _____
                                        President of the City Council of
                                        the City of Huntsville, Alabama

        APPROVED this the 11th day of February, 2016.

                                          _____
                                          Mayor of the City of Huntsville,
                                          Alabama

STATE OF ALABAMA)

COUNTY OF MADISON)

MODIFICATION NO. 2 TO THE
AGREEMENT BETWEEN THE
CITY OF HUNTSVILLE AND
TYLER TECHNOLOGIES, INC.
AS ADOPTED BY RESOLUTION
NO. 14-479 ON JUNE 26, 2014.
AND RESOLUTION NO. 15-164
ON MARCH 12, 2015

MODIFICATION NO. 2

This modification ("Modification") is made this 11th day of February, 2016 by and between Tyler Technologies, Inc., with offices at 1 Tyler Drive, Yarmouth, Maine 04096 ("Tyler") and the City of Huntsville, with offices at 308 Fountain Circle, Huntsville, Alabama 35801 ("Client").

WHEREAS, Tyler and the Client are parties to an agreement dated June 26, 2014 ("Agreement") as previously amended on March 12, 2015; and

WHEREAS, Tyler and Client desire to amend the Agreement to include certain previous Change order requests; and

WHEREAS, Client wishes to add to the Agreement and purchase from Tyler certain software and related services that were included as Options in original agreement, which was originally competitively bid;
NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and the Client agree as follows:

1. The items in the attached sales quotations labeled Attachment "A" and "B" are hereby added to the Agreement. Attachment "A" adds Work Orders, Inventory, Bid Management, and BMI Collect IT Interface and Attachment "B" adds Tyler Cashiering.
2. Payment for the items added to the Agreement pursuant to this Modification shall conform to the following:
    a. License Fees:
        i. 75% of license fees ($149,505) shall be invoiced when Tyler makes the Work Orders, Fleet & Facilities Management, Inventory and Bid Management and BMI Collect IT Interface and Tyler Cashiering (for the purposes of this Modification, the "Added Software") available for download by the Client; and
        ii. 25% of license fees of each Added Software module will be due upon the earlier of
            1. the date set forth in the project plan or Statement of Work for the first productive use of the respective Tyler Software Product using actual Client data ("Live Production"), unless such Live Production is postponed by Tyler's failure to perform, in which event the date for Live Production will be postponed the corresponding number of days or
            2. the first day of Live Production of the respective Tyler Software Product.
    b. Maintenance Fees: Year one maintenance fees for the Added Software are waived for six (6) months from the date the Added Software is made available for download by the Client. After such six (6) month period expires, Client shall pay the year one maintenance fees for the Added Software, prorated for a term commencing on the day following such six (6) month period and ending coincident with the then-current annual maintenance term for the Tyler Software Products licensed to Client pursuant to the Agreement. Thereafter, renewal of annual maintenance for the Added Software shall conform to the Agreement.
    c. Services Fees. Fees for services, plus expenses, shall be invoiced in accord with Section E (28) of the Agreement.
3. This Modification includes the Statement of Work for the Added Software mutually agreed upon between

President of the City Council of the
City of Huntsville, Alabama
Date: 2/11/2016

Client and Tyler as set forth in Attachment "E".

4. This Modification also approves the changes previously acknowledged by the Client's Department Head or Project Manager to the Agreement as set forth in Attachments "C", and "D" and officially incorporates those changes into the Agreement. These additional changes along with the additions in Attachments "A" and "B" result in a revised total contract price of $2,017,907.50 as detailed in Attachment "F". All attachments to this Agreement are incorporated into this Modification and made a part hereof.

5. This Modification shall be governed by and construed in accordance with the terms and conditions of the Agreement.

6. All other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Modification as of the dates set forth below.

Tyler Technologies, Inc.
ERP and School Division

City of Huntsville

By:_____

By:_____

Name:_____

Name:___Tommy Battle_____

Title:_____

Title:___Mayor, City of Huntsville___

Date:_____

Date:___2/11/2016_____

Witness:_____

Witness:_____
                          Kenneth Benion, City Clerk-Treasurer

tyler technologies

Quoted By:	David Regnery
Date:	1/27/2016
Quote Expiration:	2/3/2016
Quote Name:	City of Huntsville, AI-ERP-Bid Mgmt.
Quote Number:	2015-14527
Quote Description:	Bid Mgmt.

Sales Quotation For

City of Huntsville
308 Fountain Circle
Huntsville, Alabama 35801
Phone (256) 427-5080

Tyler Software and Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Financials:						
Work Orders, Fleet & Facilities Management	$80,000.00	57 @ $1,275.00	$72,675.00	$22,500.00	$175,175.00	$14,400.00
Inventory	$64,000.00	18 @ $1,275.00	$22,950.00	$8,000.00	$94,950.00	$11,520.00
Bid Management	$30,000.00	9 @ $1,275.00	$11,475.00	$0.00	$41,475.00	$5,400.00
BMI CollectIT Interface	$5,500.00	5 @ $1,275.00	$6,375.00	$0.00	$11,875.00	$990.00
Sub-Total:	$179,500.00		$113,475.00	$30,500.00	$323,475.00	$32,310.00
Less Discount:	*$0.00*		*$0.00*	*$0.00*	*$0.00*	*$16,155.00*
TOTAL:	**$179,500.00**	89	**$113,475.00**	**$30,500.00**	**$323,475.00**	**$16,155.00**

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
TOTAL:				$0.00

Summary

	One Time Fees	Recurring Fees
Total Tyler Software	$179,500.00	$16,155.00

2015-14527 - Bid Mgmt.

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Summary	One Time Fees	Recurring Fees
Total Tyler Services	$143,975.00	$0.00
Total 3rd Party Hardware, Software and Services	$0.00	$0.00
Summary Total	**$323,475.00**	**$16,155.00**
Contract Total (Excluding Estimated Travel Expenses)	**$339,630.00**	
Estimated Travel Expenses	**$39,730.00**	

Detailed Breakdown of Conversions (Included in Contract Total)

Description	Unit Price	Unit Discount	Extended Price
Inventory Opt 1 - Commodity Codes	$3,000.00	$0.00	$3,000.00
Inventory Std Master	$5,000.00	$0.00	$5,000.00
Work Order Opt 1 - Work Order Asset	$5,500.00	$0.00	$5,500.00
Work Order Opt 2 - Closed Work Order History No Cost Data	$8,500.00	$0.00	$8,500.00
Work Order Opt 3 - Work Order History With Cost Data	$8,500.00	$0.00	$8,500.00
	TOTAL:		$30,500.00

Unless otherwise indicated in the contract or Amendment thereto, pricing for optional items will be held for Six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _M. Sargent_   Date: _1-27-16_

Print Name: _M. Sargent_   P.O. #: _____

All primary values quoted in US Dollars

MUNIS Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maint Discount	Year One Maint Net
Financials:						
Bid Management	$30,000.00	$0.00	$30,000.00	$5,400.00	$2,700.00	$2,700.00
BMI CollectIT Interface	$5,500.00	$0.00	$5,500.00	$990.00	$495.00	$495.00
Inventory	$64,000.00	$0.00	$64,000.00	$11,520.00	$5,760.00	$5,760.00
Work Orders, Fleet & Facilities Management	$80,000.00	$0.00	$80,000.00	$14,400.00	$7,200.00	$7,200.00
TOTAL:	$179,500.00	$0.00	$179,500.00	$32,310.00	$16,155.00	$16,155.00

Comments

Conversion prices are based on a single occurrence of the database. If additional databases need to be converted, these will need to be quoted.

Tyler's quote contains estimates of the amount of services needed, based on our preliminary understanding of the size and scope of your project. The actual amount of services depends on such factors as your level of involvement in the project and the speed of knowledge transfer.

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting.

In the event Client cancels services less than two (2) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.

Tyler's cost is based on all of the proposed products and services being obtained from Tyler. Should significant portions of the products or services be deleted, Tyler reserves the right to adjust prices accordingly.

tyler technologies

Sales Quotation For
City of Huntsville
308 Fountain Circle
Huntsville, Alabama 35801
Phone (256) 427-5080

ATTACHMENT "B"

Quoted By:	David Regnery
Date:	1/19/2016
Quote Expiration:	7/12/2016
Quote Name:	City of Huntsville, AL_ERP-Cashiering
Quote Number:	2016-17438
Quote Description:	Tyler Cashiering

Tyler Software and Related Services

Description	License	Impl. Days	Impl. Cost	Data Conversion	Module Total	Year One Maintenance
Revenue:						
Tyler Cashiering	$32,000.00	6 @ $1,275.00	$7,650.00	$0.00	$39,650.00	$5,760.00
Sub-Total:	$32,000.00		$7,650.00	$0.00	$39,650.00	$5,760.00
Less Discount:	*$12,160.00*		*$0.00*	*$0.00*	*$12,160.00*	*$2,880.00*
TOTAL:	**$19,840.00**	6	**$7,650.00**	**$0.00**	**$27,490.00**	**$2,880.00**

Other Services

Description	Quantity	Unit Price	Unit Discount	Extended Price
TOTAL:				**$0.00**

Summary

Description	One Time Fees	Recurring Fees
Total Tyler Software	$19,840.00	$2,880.00
Total Tyler Services	$7,650.00	$0.00
Total 3rd Party Hardware, Software and Services	$0.00	$0.00

Summary

Summary	One Time Fees	Recurring Fees
Summary Total	$27,490.00	$2,880.00
Contract Total (Excluding Estimated Travel Expenses)	$30,370.00	
Estimated Travel Expenses	$2,740.00	

Optional 3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Unit Maintenance	Unit Maintenance Discount	Total Year One Maintenance
Cash Drawer	1	$230.00	$0.00	$230.00	$0.00	$0.00	$0.00
Hand Held Scanner - Model 1900GSR	1	$385.00	$0.00	$385.00	$0.00	$0.00	$0.00
Hand Held Scanner Stand	1	$25.00	$0.00	$25.00	$0.00	$0.00	$0.00
ID Tech MiniMag USB Reader	1	$62.00	$0.00	$62.00	$0.00	$0.00	$0.00
Printer (TM-S9000)	1	$1,600.00	$0.00	$1,600.00	$0.00	$0.00	$0.00
3rd Party Hardware Sub-Total:			$0.00	$2,302.00		$0.00	$0.00
TOTAL:				$2,302.00			$0.00

Unless otherwise indicated in the contract or Amendment thereto, pricing for optional items will be held for Six (6) months from the Quote date or the Effective Date of the Contract, whichever is later.

Customer Approval: _____ Date: 1-20-16

Print Name: _____ P.O. #: _____

All primary values quoted in US Dollars

MUNIS Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maint Discount	Year One Maint Net
Revenue:						
Tyler Cashiering	$32,000.00	$12,160.00	$19,840.00	$5,760.00	$2,880.00	$2,880.00

MUNIS Discount Detail

Description	License	License Discount	License Net	Maintenance Basis	Year One Maint Discount	Year One Maint Net
TOTAL:	$32,000.00	$12,160.00	$19,840.00	$5,760.00	$2,880.00	$2,880.00

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Comments

Tyler's quote contains estimates of the amount of services needed, based on our preliminary understanding of the size and scope of your project. The actual amount of services depends on such factors as your level of involvement in the project and the speed of knowledge transfer.

Unless otherwise noted, prices submitted in the quote do not include travel expenses incurred in accordance with Tyler's then-current Business Travel Policy.

Tyler's prices do not include applicable local, city or federal sales, use excise, personal property or other similar taxes or duties, which you are responsible for determining and remitting.

In the event Client cancels services less than two (2) weeks in advance, Client is liable to Tyler for (i) all non-refundable expenses incurred by Tyler on Client's behalf; and (ii) daily fees associated with the cancelled services if Tyler is unable to re-assign its personnel.

Tyler provides onsite training for a maximum of 12 people per class. In the event that more than 12 users wish to participate in a training class or more than one occurrence of a class is needed, Tyler will either provide additional days at then-current rates for training or Tyler will utilize a Train-the-Trainer approach whereby the client designated attendees of the initial training can thereafter train the remaining users.

Tyler's cost is based on all of the proposed products and services being obtained from Tyler. Should significant portions of the products or services be deleted, Tyler reserves the right to adjust prices accordingly.

∴ tyler

Quoted By:	Jillian Lovejoy
Date:	03/17/2015
Quote Expiration:	04/17/2015
Quote Name:	TylerForms - Additional Printers - GB
Quote Number:	56199

Sales Quotation For:

Mr. Carlos Bowden
City of Huntsville
308 Fountain Circle
Huntsville, AL 35801

Phone: (256) 654-8044
Fax:
Email: carlos.bowden@huntsvilleal.gov

1 Services

Model #	Description	Quantity	Price	Extended Price	Services Total
MISC-SV-001	Additional Printers - GB	2.00	$50.00	$100.00	$100.00

Total: $100.00

Summary

	Fees	Maintenance
Total Services	$100.00	
Summary Total	$100.00	n/a

Comments

This quote is for the configuration of two additional printers for your General Billing forms.

The only items included in this quote are described above. If during the course of the process it is discovered that you need additional services, those will be quoted as additional services and billed accordingly.

If you need us to reference a Purchase Order number when billing you for the quoted services, be certain to include it on or with the signed quote. Please return the signed quote to jillian.lovejoy@tylertech.com.

Please note that you have 30 days to test what we have delivered and report any issues. Any issues reported after thirty days will be quoted as an additional billable item.

Customer Approval:	*Carlos Bowden*	Date:	3/20/2015
Print Name:	Carlos Bowden	P.O. #:	

All primary values quoted in US Dollars

AMENDMENT

This amendment ("Amendment") is made this _____ day of _____ 2015 by and between Tyler Technologies, Inc., with offices at 1 Tyler Drive, Yarmouth, Maine 04096 ("Tyler") and the City of Huntsville, with offices at 308 Fountain Circle, Huntsville, Alabama 35801 ("Client").

WHEREAS, Tyler and the Client are parties to an agreement dated June 26, 2014 ("Agreement"); and
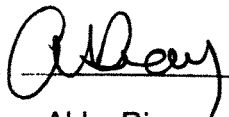
WHEREAS, Tyler and Client desire to amend the Agreement;

NOW THEREFORE, in consideration of the mutual promises hereinafter contained, Tyler and the Client agree as follows:

1. The following unused Payroll conversions are removed from the Agreement:
   a. Standard Option, at a contract price of $3,200;
   b. Option 1, at a contract price of $3,200;
   c. Option 2, at a contract price of $3,000;
   d. Option 3, at a contract price of $2,300;
   e. Option 4, at a contract price of $2,800;
   f. Option 5, at a contract price of $4,500;
   g. Option 7, at a contract price of $3,000;
   h. Option 8, at a contract price of $3,000;
   i. Option 9, at a contract price of $3,000;
   j. Option 10, at a contract price of $3,000; and
   k. Option 11, at a contract price of $3,000;

2. Twenty-six and one half (26.5) Implementation days, at a daily rate of $1,275, are hereby added to the Agreement. Fees for such days, plus expenses, shall be invoiced as provided and/or incurred.

3. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.

4. All other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have executed this Amendment as of the dates set forth below.
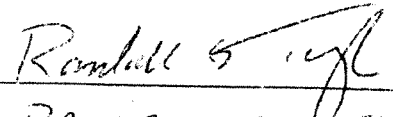
Tyler Technologies, Inc.
ERP and School Division

By:_____

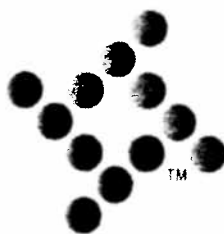Name:_____Abby Diaz_____

Title:____Associate General Counsel____

Date:_____August 11, 2015_____

City of Huntsville

By:_____

Name:____RANDALL E. TAYLOR_____

Title:____FINANCE DIRECTOR_____

Date:_____8/10/15_____

tyler
erp solutions

Statement of Work

February 1, 2016
Contract Modification 2 Version 1.0

Prepared for:
Huntsville, AL

Table of Contents

The information contained herein is based on the contracted Tyler Investment Summary for the proposed products and services. In the event of a discrepancy between this document and the Investment Summary, the Investment Summary will take precedence.

Section A: Executive Summary

A.1 Project Background

The City of Huntsville recently implemented certain modules of Tyler's MUNIS ERP financial software system. MUNIS replaced a legacy financial system the City acquired in the 1980s and a payroll system acquired in 2002, and a variety of supplemental electronic and manual systems. These systems were generally inflexible, provided a limit amount of information to management, and required significant manual work to process transactions and produce additional need information.

The City actively began the process to replace the core information systems in 2013, first by obtaining project funding and next by releasing an RFP. Tyler/MUNIS was chosen on June 26, 2014 to provide a comprehensive replacement system. The City went live on MUNIS' financial modules on October 1, 2015 and went live on MUNIS' payroll and HR modules on December 21, 2015

A.2 Project Vision

As a result of this project the City will:
- Have the capability to manage work orders and inventory in its Water Pollution Control department with full integration with MUNIS' core financials.
- Have the capability to manage inventory in its Print Shop with full integration with MUNIS' core financials.
- Know if MUNIS Work Orders and Inventory modules are suitable for future use in the City's General Services department and Fleet Services department.
- Have the capability for the City's Procurement division to integrate management of bids with MUNIS' core financials.
- Have greatly improved efficiency in processing payments received from all sources.

A.3 Project Criteria for Success

Transitioning to the additional MUNIS modules as described in this Statement of Work, using as much of the MUNIS functionality as possible.

A.4 Scope of the Project

The scope of the project will occur in one (1) phase that will be scheduled to occur over approximately eight months. The project scope is comprised of the software listed below along with the data conversions, reports, workflows, and professional services itemized in the Investment Summary and as further detailed in the SOW. No custom MUNIS program modifications or interfaces are expected and none are quoted. The City intends to adapt its processes to utilize native MUNIS functionality. The version of MUNIS modules implemented will be 11.1 or greater.
- The MUNIS Work Orders, Fleet and Facilities module and Inventory module and BMI CollectIT interface will be implemented in the City's Water Pollution Control department, replacing its MP2 legacy system.

- The MUNIS Inventory module will be implemented in the City's Print Shop, replacing its MAPPER legacy system.
- The MUNIS Bid Management module will be implemented in the City's Procurement Services division, replacing its standalone legacy system BuySpeed.
- The Tyler Cashiering module will be implemented in the City's Clerk-Treasurer department for use by the cashiers and their supervisor.

A.4.1 Phase 3 – Bids, Work Orders, Inventory and Cashiering

Targeted Start Date: March 2016 Live Date: October 2016

Phase 3	Functional Area	Implementation Days
Work Orders, Fleet and Facilities	Work Orders	57
Inventory	Inventory	18
Bid Management	Bids	9
BMI CollectIT Interface	Inventory	5
Tyler Cashiering	Collections	6

A.4.2 Project Management

The Project Management service selected reflects part-time, non-dedicated project managers aligned with the following module groups: Work Orders, Inventory, Bids and Tyler Cashiering.

Project Planning Services are allocated for initial development and first revisions to the Implementation Management Plan document for each phase.

PM Service Description	Part Time PM
Onsite kickoff & Planning	Yes
SharePoint Project Site	Yes
Weekly PM time	4-6 hours
Other onsite PM time	0 hours
Status Reviews	Bi-weekly
Steering Committee Meetings	Remote
Go-Live Prep	Remote
Go-live Planning	Remote

A.4.3 Data Conversion

Tyler delivers all conversions at a flat rate for full conversions. Conversions are billed as the work is completed upon completion of agreed to milestones defined in the agreement, therefore, the City will only be charged for those data conversions that are executed in the implementation of the software.

The following conversion options are a comprehensive list that represents the quoted modules included in the Tyler proposal and considered in scope. Requests to convert data outside of the contracted conversion options or failing to adhere to the noted conversion assumptions below will be considered out of scope and will be billed at prevailing contract rates. All data conversions take place during the implementation of the associated Munis module.

A.4.3.1 Munis Conversions

Data	Description
Inventory Opt 1 - Commodity Codes	Commodity master information, including codes and descriptions, commodity type, acquisition type, unit of measure, vendor, buyer, approver, and various other codes and flags, some linked to the Fixed Assets module
Inventory Std Master	Location table, fifo table if data is provided (seldom), and backorder header and detail tables if data is provided (seldom). General master data includes item, description, commodity code, purchase vendor and date, date received, GL information, hazard code, etc. Location master includes item, location, bin, various quantities (on-hand, last, committed, standard purchase, re-order), lead time; count, count date, and variance; GL information; plus many accumulator buckets (MTD/YTD/SOY/SOM/LY received/issued/adjusted/cost/value), etc. FIFO data includes item, location, date, qty-received, unit cost, and quantity on hand.
Work Order Opt 1 – Work Order Asset	Department Parameter Maintenance, Misc. Codes, Class Codes, Activity Maintenance for Preventative Maintenance Schedules, Component Maintenance.
Work Order Opt 2 – Closed Work Order	No Cost Data. Auxiliary Code Tables, Department Parameter Maintenance, Activity Maintenance, Maintenance Tables.
Work Order Opt 2 – Closed Work Order	Closed Work Orders with Cost Data. Auxiliary Code Tables, Department Parameter Maintenance, Activity Maintenance, Maintenance Tables.

A.4.4 Third Party Hardware, Software and Services

Third Party Deliverable	Section
BMI CollectIT Inventory Bar Code Scanning System	3rd Party

Section B: Munis Project Governance

B.1 City Project Roles and Responsibilities

This section presents the anticipated roles and responsibilities for the key City staff positions for the project. The joint team of the City and Tyler will ultimately be responsible for designing, developing and delivering the final products of this project.

B.1.1 Project Sponsor

The Project Sponsor provides support to the project by allocating resources, providing strategic direction, communicating key issues about the project and the project's overall importance to the organization; and when called upon acting as the final authorities on all project decisions. The project sponsor will be involved in the project as needed to provide necessary support, oversight, and guidance, but will not participate in day-to-day activities. The project sponsor will empower the Executive Team to make critical business decisions for the City.

Resource	Title	% FTE
Tommy Battle	Mayor	As needed
John Hamilton	City Administrator	As needed
Shane Davis	Urban Development Director	As needed
Peggy Sargent	Finance Director	As needed

B.1.2 Executive Team

The Executive Team will be made up of director level staff from the City. The Executive Team will understand and support the cultural change necessary for the project and foster throughout the organization an appreciation of the value of an integrated ERP system. The Executive Team oversees the project team and the project as a whole. Through participation in regular meetings the Executive Team will remain updated on all project progress, project decisions, and achievement of project milestones. The Executive Team will also provide support to the project team by communicating the importance of the project to each member's department along with other department directors in City. The Executive Team is responsible for ensuring that the project has appropriate resources, providing strategic direction to the project team, and is responsible for making timely decisions on critical project or policy issues. The Executive Team also serves as primary level of issue resolution for the project.

The Executive Team will meet on a regularly scheduled basis for approximately one hour every two weeks. The meeting schedule, time and location will be set as a recurring meeting. Additional meetings may be scheduled as necessary. Similarly, meetings may be cancelled. The City Project Manager will be responsible for distributing an agenda prior to each scheduled meeting. Meeting notes will be taken by the City Project Manager and then approved at the following regularly scheduled meeting.

The City Executive Team Members are part of the escalation process for all issues not resolved at the Project Manager Level. The Executive Team has active project participation on a limited basis,

primarily participating in Executive Team Meetings and the project review that occurs as part of the meetings.

Executive Team Members will be responsible for:
- Attending all scheduled Executive Team meetings
- Providing support for the project
- Assisting with communicating key project messages throughout the organization
- Making the project a priority within the organization
- Providing management support for the project to ensure it is staffed appropriately and that staff have necessary resources
- Monitoring project progress including progress towards agreed upon goals and objectives
- Making all decisions related to impacts on the following:
  - Cost
  - Scope
  - Schedule
  - Project Goals
  - City Policies

Resource	Title	% FTE
Peggy Sargent	Finance Director	As needed
Ken Benion	Clerk-Treasurer	As needed
Bill Steiner	ITS Director	As needed
Shane Cook	WPC Director	As needed
Carlos Bowden	Project Manager	100%

B.1.3 Project Manager

The City's project manager will coordinate project team members, subject matter experts, and the overall implementation schedule. The Project Manager will be responsible for reporting to the Executive Team and providing the majority of the City's change management communications and coaching.

The project manager will be responsible for:
- Working with the Tyler Project Managers
- Reviewing and approving all project deliverables
- Management of project risks and issues
- Managing and updating the project plan
- Acting as liaison between project team and Executive Team
- Making regular updates/refinements to the SharePoint project site repository
- Scheduling City resources for implementation tasks and training days. This includes but is not limited to personnel, equipment and training rooms (may be done with the assistance of administrative staff)
- Maintaining team contact numbers, email lists, and regular communications
- Acting as point of contact for Tyler for staffing and delivery matters
- Escalating issues per the approved Issue Resolution Plan

Resource	Title	% FTE
Carlos Bowden	Project Manager	100%

B.1.4 Project Team: Core Users/Subject Matter Experts

Project team members will be the core functional leads for each functional area in the system. The project team members have detailed subject matter expertise and are fully empowered to make appropriate business process and configuration decisions in their respective areas.

The Project Team is tasked with carrying out all project tasks assigned to the City and described in the Statement of Work including planning, business process analysis, configuration, documentation, testing, training, and all other required City tasks. The Project Team will be responsible for and empowered to implement the new system in the best interests of the City consistent with the project goals, project vision, and direction from the Project Manager and Executive Team. Project Team members will be assigned to the project for periods of time as required in order to complete their tasks within the needed timeframe.

The City Project Team/Functional Leads will be responsible for:
- Making business process changes decisions under time sensitive conditions.
- Assisting in identifying business process changes that may require escalation.
- Attending and contributing business process expertise for As-Is, To-Be and the Static Environment Testing sessions.
- Identifying and including necessary subject matter experts to participate in As-Is, To-Be and the Static Environment Testing sessions.
- Providing business process change support during Core User and End User training.
- Completing security templates for all Core and End users.
- Completing Performance Tracking review with City Project Team on End User competency on trained topics.
- Providing Core and End users with dedicated time to complete required homework tasks.
- Acting as supervisor/cheerleader for the new process.
- Identifying and communicating to City Project Team any additional training needs or scheduling conflicts
- Actively participate in all aspects of the implementation, including, but not limited to, the following key activities:
  - Complete assigned tasks
  - Kick-Off Planning and Coordination
  - Project Management Plan Development
  - Schedule Development
  - Maintain and Monitor Risk Register
  - Escalate Issues as needed
  - Communicate with Tyler Project Team
  - Coordinate City Resources
  - Attend all scheduled sessions
  - Participate in Static Environment Testing (SET)
  - Lead Change Management Activities
  - Analysis, Table Building, Security and Workflow Maintenance
  - Process Training

- Customization Specification, Demonstrations, Testing and Approval
- Conversion Analysis and Verification
- End User Training
- Parallel Testing and/or Trial Run Testing
- Forms Design, Testing, and Approval
- User Acceptance and Stress Testing
- Participating in project activities as required by the project team and project manager
- Providing subject matter expertise on both City business processes and requirements
- Act as SME and attend As-Is, To-Be and the Static Environment Testing sessions
- Attend all scheduled training sessions
- Practice all processes following training and as needed throughout project
- Assist in Conversion Validation as needed
- Become application experts
- Participate in Trial Runs and/or Parallel Processing testing
- Adopt and support changed procedures
- Practice and complete all homework on an acceptable time line
- Demonstrate competency with Munis processing prior to GO LIVE

Resource	Function	FTE%
Jeff Fussell	Bid Management	As needed
Debbie Rice	Cash Receipts	As needed
Marcus Jowers	Work Orders and Inventory for WPC	As needed
Donald Campbell	Work Orders and Inventory for WPC	As needed

B.1.5 Technical Team

The Technical Team will be primarily responsible for overall Munis application administration, security, and workflow. The Technical Team will also handle all data conversions, interfaces, and reporting for the City. It is expected that the Technical team will be responsible for system administration post go-live.

The Technical Team will be responsible for all technical aspects of the project.

The Technical Team will be responsible for:
- Coordinating updates and releases
- Coordinating the copying of source databases to training/testing databases as needed for training days
- Extracting and transmitting conversion data and control reports from the City's legacy system per the conversion schedule
- Coordinating adding new users and printers
- Ensuring all users understand log-on process and have necessary permission for all training sessions

Technical Team

ITS ADMINISTRATION		
Director	**Bill Steiner**	**427-6730**
Administrative Aide	Tracy Rosser	427-5097
APPLICATIONS CORE GROUP FOR PROJECT		
Application Manager	**open**	**427-6725**
Systems Analyst	Andra McEwen	427-6731
Programmer Analyst II	Keysha Erskine	427-6705
Programmer Analyst II	Katharine Roberts	427-6740
APPLICATIONS SUPPORT GROUP FOR PROJECT		
Database Administrator (DBA)	Sandra Barnes	427-6733
Programmer Analyst II - MAPPER	Duane Sanders	427-6732
Systems Analyst - Procurement	Sue Collie	427-6728
Systems Analyst - Credit Cards	Linda Marler-Parker	427-6726
ITS Instructor	Tommy Anderson, trainer; Sue Collie, lead	427-6709
NETWORK GROUP		
Network Manager	**Gene Uhl**	**564-8067**
Network Engineer	Tommy Paone	
System Administrator	Chris Davis	427-6703
Help Desk	Thomas Rowse	427-6700

B.1.6   City Change Management Team

The City's change management team is responsible for maintaining regular and effective project communications between project stakeholders and supporting overall change efforts in the City. While it is expected that all City project team members and Executive Team members will have a change management role, the following individuals will be tasked with coordinating that effort. Responsibilities will include:
- Leading the change management portion of process
- Executing the change management plan
- Directing City-wide communications
- Assisting with obtaining adoption of new business processes
- Coordinating department readiness for new system
- Managing development of training and providing training oversight

- Ensuring that City end users are receiving appropriate training
- Providing a place for City employees to voice concerns over the project
- Resolving change management issues
- Assisting with post implementation support planning

Resource	Title	% FTE
Peggy Sargent	Finance Director	As needed
Ken Benion	Clerk-Treasurer	As needed
Bill Steiner	ITS Director	As needed
Shane Cook	WPC Director	As needed
Carlos Bowden	Project Manager	100%

B.2 Tyler Project Structure

Below is a description of the roles and responsibilities of each member of the Tyler project structure with a level of commitment for both overall work and on-site presence for the City's project.
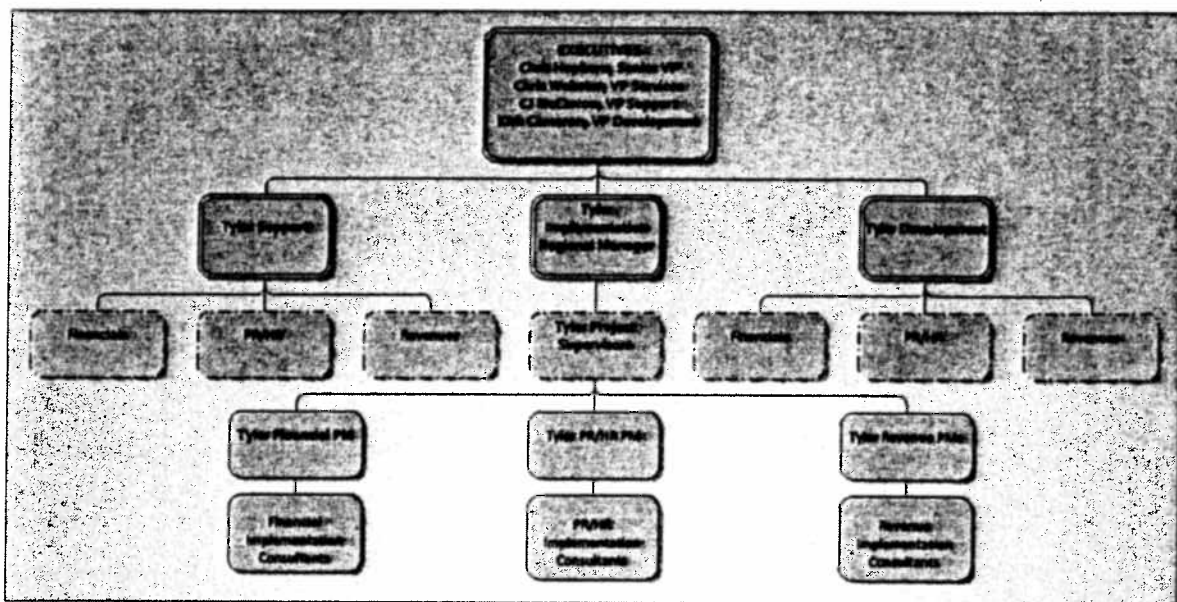
B.3 Tyler Roles and Responsibilities

Tyler plans to leverage the strengths, skills and knowledge of our blended team members. In the table that follows, a description of the various roles and responsibilities associated with the overall project team is provided.

B.3.1   Tyler Executive Oversight

The Tyler Vice President of Implementation has indirect involvement with the project and is part of the Tyler escalation process. This team member offers additional support to the project team and is able to work with other Tyler department managers in order to escalate and facilitate implementation project tasks and decisions. The Tyler Project Managers or Regional Manager will

apprise the Vice President of Implementation of known issues that may require assistance or impede project performance. The communication path for issue escalation at this level is typically with the Project Sponsor and/or Executive Team.

Resource	Title	Expected Commitment	On-Site Commitment
Chris Webster	Vice President - Implementation	As needed	As needed

B.3.2 Tyler Regional Manager

This team member has indirect involvement with the project and is part of the Tyler escalation process. Tyler Project Managers may consult the Regional Manager with issues and decisions regarding the project. The Tyler Regional Manager is responsible for:
- Tyler project team staffing decisions
- Assisting Tyler Project Managers with resolution of issues outside of the scope of the project impacting budget, scope or schedule
- Providing proactive personal communication with City Executive Sponsor and/or City Project Manager as needed for critical project risks and success factors

Resource	Title	Expected Commitment	On-Site Commitment
Penny Parsons	Regional Manager	As needed	As needed

B.3.3 Tyler Project Supervisors

This team member has indirect involvement with the project and is part of the Tyler escalation process. Tyler Project Managers may consult the Project Supervisor with issues and decisions regarding the project. The Tyler Project Supervisor is responsible for:
- Providing recommendations on Tyler project team staffing decisions
- Assisting Tyler Project Managers with resolution of issues outside of the scope of the project impacting budget, scope or schedule
- Monitoring progress of the implementation and ensuring the project is on target to meet the desired objectives
- Providing proactive personal communication with City Executive Sponsor and/or City Project Manager as needed for critical project risks and success factors

Resource	Title	Expected Commitment	On-Site Commitment
Becky Terry	Project Supervisor	As needed	As needed
Ginger Hain	Project Supervisor	As needed	As needed

B.3.4 Tyler Functional Project Managers

- Escalate outstanding tasks and issues within Tyler and to City Project Manager, as applicable
- Work with the Tyler and City Project Team Members to ensure tasks are completed and decisions are made in a timely fashion.

- Develop implementation schedule for assigned applications.
- Manage resources for implementation deliverables.

Resource	Title	Expected Commitment	On-Site Commitment
Rocky Grider	Project Manager	Part-time – 4 – 6 hours/week	As needed

B.3.5 Tyler Implementation Consultants

The Tyler Implementation Consultants will be responsible for:

- Delivering Implementation Days
- Reviewing module options and assisting in configuration of module design plans
- Providing conversion consulting and crosswalk assistance
- Participating in to-be Static Environment Testing
- Conducting training (process, conversion validation, parallel processing)
- Testing functionality with City (base, customizations, interfaces)
- Performing problem solving and troubleshooting
- Following up on issues
- Completing site reports detailing activities for each implementation day
- Keeping functional project manager apprised of any and all issues that may result in the need for additional training needs, slip in schedule, change in process decisions, or that could adversely impact the success of the project

Resource	Title	Expected Commitment	On-Site Commitment
TBD	Implementation Consultant(s)	Varies - per contracted days	TBD

B.4 Project SharePoint

Tyler understands that current, accurate information that is easily accessible is a key component in an ERP Implementation Project. As part of Implementation, Tyler will provide and host a SharePoint Web site. The purpose of this site is to furnish the City and Tyler staff with a central location to plan, store and access pertinent documentation and information relating to the City's implementation project. The ERP Implementation SharePoint site will ensure that all project stakeholders have an easy-to-use tool that will provide an integrated location to inquire, review and update any and all project information.

It is Tyler's goal to have the site available for introduction to the City during the Project Manager's on-site Kick-Off meeting. At this meeting, the PM will provide an overview of the site and distribute documentation that further explains the site and its available tools. It will be a central location to maintain control of the project and provide team members with a formal method of managing tasks, owners and due dates throughout the project.

The project information on the site will be jointly maintained by the Tyler and City Project Teams for the duration of the implementation. Tyler will upload project plans, site reports, status reports, contract documents, and other relevant materials. Tyler will also submit a request for approval on all Tyler Implementation scheduled days utilizing SharePoint functionality. The City will approve or disapprove the scheduled days on SharePoint within five (5) days of submission, unless otherwise agreed. Both Tyler and the City will update the percentage of completion on tasks assigned to them, respectively and will enter and maintain the issues list. Each City SharePoint site will utilize standards and defaults set by Microsoft SharePoint software. The site will be easy to navigate and provide text "breadcrumbs" for backtracking and/or return to the home page. Tools of the site will include, but are not limited to: Documents & Links; Announcements; Calendar; Project Task List; Issues & Action Items; Project Plan; Modifications& Enhancements; Versioning; Alerts.

Once the City has gone live, the site will be maintained until the eventual closing of all implementation issues and tasks and the City has confirmed that all project documents have been archived for retention purposes.

B.5 Project Plan

Tyler will create and maintain a baseline Project Work Plan throughout the project life cycle that represents the project's scope of work and responsibilities as defined in this SOW and those dependent work efforts that affect the project's schedule or budget. Tyler will provide the City with accurate estimates of hours of work effort needed to be budgeted for each module. The initial project plan is established with the City's approval of this SOW as the approved budget, schedule, and scope of the project. The Tyler Project Manager will present the working project plan to the Project Team at the kickoff or a subsequent project meeting. The project team will ask for modifications or will accept the Tyler project plan. Once the project plan is approved by the project team, the project baseline will be set by the Tyler Project Manager.

The baseline Project Work Plan will contain:
- Project's activities with tasks
- Specific resources assigned to project tasks
- Detailed Project schedule / Work Break Down Structure (WBS) featuring phases, deliverables, and work packages

All project tasks will be assigned owners and due dates which correspond with the overall project schedule. Project Tasks that are not completed by the due date may adversely affect the project schedule and live dates.

Decisions must be made in a timely fashion in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the project schedule as each consulting and implementation session builds on the decisions made in prior sessions. The ability of Tyler and the City to meet live date goals relies heavily on meeting decision deadlines.

B.6 Project Status Reports

Tyler will develop a Communications Management Plan, at the onset of the project that will define the frequency and recipients for the project status reports as well as other communication between Tyler and City and each group's internal communications. Project reports are intended for the City Project Manager and the City Executive Team and provide the following key elements:

- Project Status
- Summary of accomplishments
- Status of key milestones deliverables
- Project timeline
- Issues/Risks
- Planned risk mitigation strategy
- Progress towards City project goals / criteria of project success
- Summary of change requests

Tyler Project Managers will also review project progress and status with the project leads and team members for both Tyler and the City on a bi-weekly basis, or more often if deemed necessary by either the Tyler Project Manager(s) or the City Project Manager. The project team will meet to communicate activities occurring across sub-teams and to communicate any issues that are impeding progress.

B.7 Issue Tracking

Upon identification of project issues, risks, and key project decisions both Tyler and City team members are responsible for adding the issue to the Issue Log. For each identified issue, the following information will be captured:
- Issue Number
- Reported by/date
- Status (i.e. new, open, closed, pending)
- Module/Business Process
- Priority
- Issue
- Comments
- Findings
- Recommendations
- Resolution Assignment
- Date Tested
- Date Closed

The City and Tyler project managers will review the Issues Log on a bi-weekly basis during project team meetings, more frequently if needed. The City and Tyler project Managers will collaboratively assign a priority to each issue and identify the individual(s) responsible for facilitating its resolution. During the critical phases of the project, the City and Tyler project managers will review the issues log on a daily basis.

Munis issues identified through the Issues Log will be resolved by the Tyler implementation team who will coordinate as necessary with Tyler's internal resources. The City will not be responsible for making direct contact with Tyler support for issues identified on the issues log unless a critical issue is encountered while Tyler implementation staff is not onsite and the issue prevents City staff from making appropriate progress.

B.8 Issue Resolution

The following issue resolution processes will be used during the Project for all issues identified on the issues log.

Within three (3) business days following the scheduled status meeting, the City Project Manager and Tyler Project Managers will prioritize all new issues, provide an estimated due date for decision, assign the issue to an appropriate team member(s) and enter the detail in the Issues & Actions list on SharePoint.

Step 1: Once the issue has been assigned, the appropriate team member(s) are responsible for completing the assigned follow-up tasks and resolving the issue by the assigned due date. Assigned resources could include both the Tyler or City project team members. The goal timeframes for resolving an issue are outlined in the Goal Issue Resolution Response Matrix below. In the event that the issue is not resolved by the project team during the time allotted, the issue will be escalated to step 2.

Step 2: If issues are not resolved by the project team and/or the City Project Manager and the Tyler Project Managers, the issue will be referred to the City Executive Team and/or Tyler Regional Manager for decision at the next scheduled meeting. For critical decisions, the Tyler project managers and City project manager can agree to schedule a special Executive Team meeting to discuss the issue. In the event the issue is not resolved by Tyler and the City Executive Team, the issue will be referred to Step 3.

Step 3: If issues are not resolved by the City Executive Team and/or Tyler Regional Manager, the issue will be referred to the City Project Sponsor and/or the Tyler Executive Oversight for the Project. The City Project Manager and Tyler Project Managers will request a meeting of the City Project Sponsor and/or Tyler Executive Oversight to be held within ten (10) business days. Meetings may need to occur sooner for critical issues. Prior to each meeting, both Tyler and the City will prepare a written analysis of the issue with recommendations for discussion. The City Project Sponsor and Tyler Executive Oversight will agree on a final resolution to the issue. It is expected than any decision impacting one of the following may also require a scope change approval as described in a later section of this statement of work. It is also expected that one or more of the following will apply:

- Have a significant impact on the Project or the organization
- Have a significant impact on Project scope
- May result in additional cost to Tyler or the City
- May cause the Project or the delivery of a Deliverable to become delayed

At any time during the project, if the City is not satisfied with the level of response from any of the Tyler project managers or Tyler Regional Manager, or if the Tyler project manager or Tyler Regional Manager do not have the ability to make key decisions or resolve potential issues, the City will reserve the right to escalate the issue to the Tyler Executive Oversight Team. Tyler's Executive Oversight Team will have responsibility for overall project delivery.

B.9 Goal Issue Resolution Response Matrix

Issue Group – Application	Goal Resolution Response				Notes
	Critical (Priority 1)	High (Priority 2)	Medium (Priority 3)	Low (Priority 4)	
Base software product is not functioning as designed.	<=1 day	<=10 days	<=30 days	<=60 days	See Tyler Support Policy for definition.
Software customization is not functioning as specified.	<=1 day	<=10 days	<=30 days	<=60 days	See Tyler Support Policy for definition.
Interface customization is not functioning as specified.	<=1 day	<=10 days	<=30 days	<=60 days	See Tyler Support Policy for definition.
Forms Issues	<=1 day	<=10 days	<=30 days	<=60 days	See Tyler Support Policy for definition.
System Configuration Issues	<=1 day	<=10 days	<=30 days	<=60 days	See Tyler Support Policy for definition.
System Performance Issues	<=1 day	<=10 days	<=30 days	<=60 days	See Tyler Support Policy for definition.
Issue Group – Project	**Goal Resolution Response**				**Notes**
Scope Change Request Response	<=1 day	<=10 days	<=30 days	<=60 days	See below for priority definitions.
Project Implementation Issues Response	<=1 day	<=7 days	<=30 days	<=45 days	See below for priority definitions.
Decision Making Delays Response	<=1 day	<=7 days	<=30 days	<=45 days	See below for priority definitions.
Personnel Issues	<=1 day	<=15 days	<=30 days	<=45 days	See below for priority definitions.
Conversion Issues	<=1 day	<=7 days	<=30 days	<=45 days	See below for priority definitions.
Critical (Priority 1):	Issue is critical to the City and has significant impact on live processing or time sensitive training.				
High (Priority 2):	Issue is severe, but there is a work around or intermediary action the City can take.				
Medium (Priority 3):	Issue is a non-severe but requires follow up from Tyler.				
Low (Priority 4):	Issue is non-critical for the City and they would like to work with applicable Tyler resource as time permits.				

B.10 Scope Change Process

If the City requests services that are outside of the Statement of Work or eliminates services that are part of the Statement of Work the City's Project Manager shall deliver to the Tyler's Project Managers a scope change request specifying the proposed work with sufficient detail to enable Tyler to evaluate it. Tyler, within ten (10) business days, or longer as may be mutually agreed between the parties, following the date of receipt of such change request, shall provide City with a written scope change proposal containing the following:

- Detailed description of resources (both Tyler and City) required to perform the change
- Specifications
- Implementation Plans
- Schedule for completion
- Acceptance criteria
- Impact on current milestones and payment schedule
- Impact on project goals and objectives

- Price

All scope change requests and scope change proposals will be approved first by the City Project Manager and Tyler Project Managers. Scope change requests will also be identified on the issues log and elevated to the City Executive Team for review at the next Executive Team meeting.

Within the reasonable timeframe specified in Tyler's scope change proposal, which timeframe shall not be less than ten (10) business days from the City Project Manager's receipt of such scope change proposal (the "Response Period"), the City shall notify Tyler in writing if the City elects to proceed with the change proposal. If, within the Response Period, the City gives notice to Tyler not to proceed, or fails to give any notice to Tyler, then the scope change proposal shall be deemed withdrawn and Tyler shall take no further action with respect to it. Tyler Project Managers will incorporate Change Order deadlines in Status Reports and will notify the City by email five (5) days in advance of expiration. Tyler shall promptly commence performing the Services described in the scope change proposal upon Tyler's receipt of an approved scope change proposal during the Response Period, subject to the availability of Tyler personnel unless otherwise mutually agreed. Tyler acknowledges that any scope change proposal that affects the total cost of the project is subject to the City's policies and that the Response Period must provide adequate time for City's consideration. City acknowledges that such scope change proposals may affect the implementation schedule and Go-Live Dates, which will be changed by mutual agreement. All scope change proposals shall be governed by the terms and conditions of the Master Agreement, including the daily rates for services, unless mutually agreed in writing otherwise.

Section C: Munis Implementation
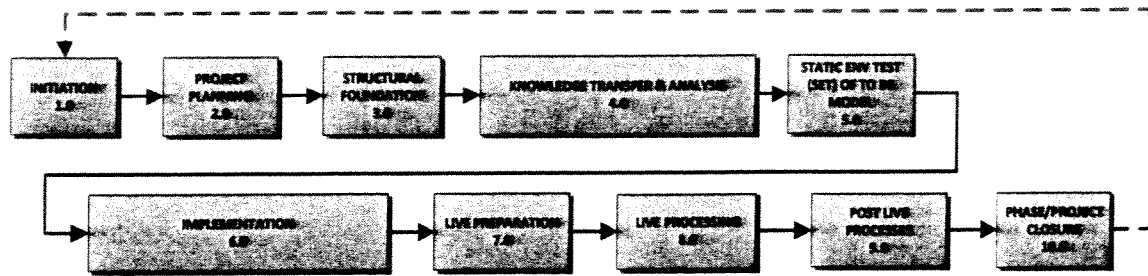
C.1 Implementation Methodology Overview

Tyler's methodology is straightforward. We've taken the successful approach to implementation we've used or over 25 years and integrated it with the principles of the Project Management Institute (PMI), a globally recognized organization dedicated to the project management profession. As a result, our clients receive an implementation method tailored to meet their specific needs.

PMI's PMBOK® (Project Management Body of Knowledge Third Edition) Guide proposes that there are five process groups to every project: Initiating, Planning, Executing, Controlling, and Closing. As part of Tyler's commitment to incorporating the PMI principles into our implementation process, we have integrated these proven technologies of the PMI process with Tyler's implementation experience, to yield a proven approach that is tailored to the public sector.

Throughout a project, we establish control points (critical review points) to ensure an organization fully understands and accepts the project. It is at these check points that organizational stakeholders monitoring the overall project must formally accept the project to date. Once there is formal acceptance, the project will proceed to the next phase.

IMPLEMENTATION METHODOLOGY
PROCESS REPEATED FOR EACH PHASE

C.2 Implementation Schedule

The implementation schedule outlining specific tasks and activities required to meet the schedule outlined in Section A of this SOW will be defined in the project plan developed by Tyler and the City and maintained with the Project SharePoint project tool.
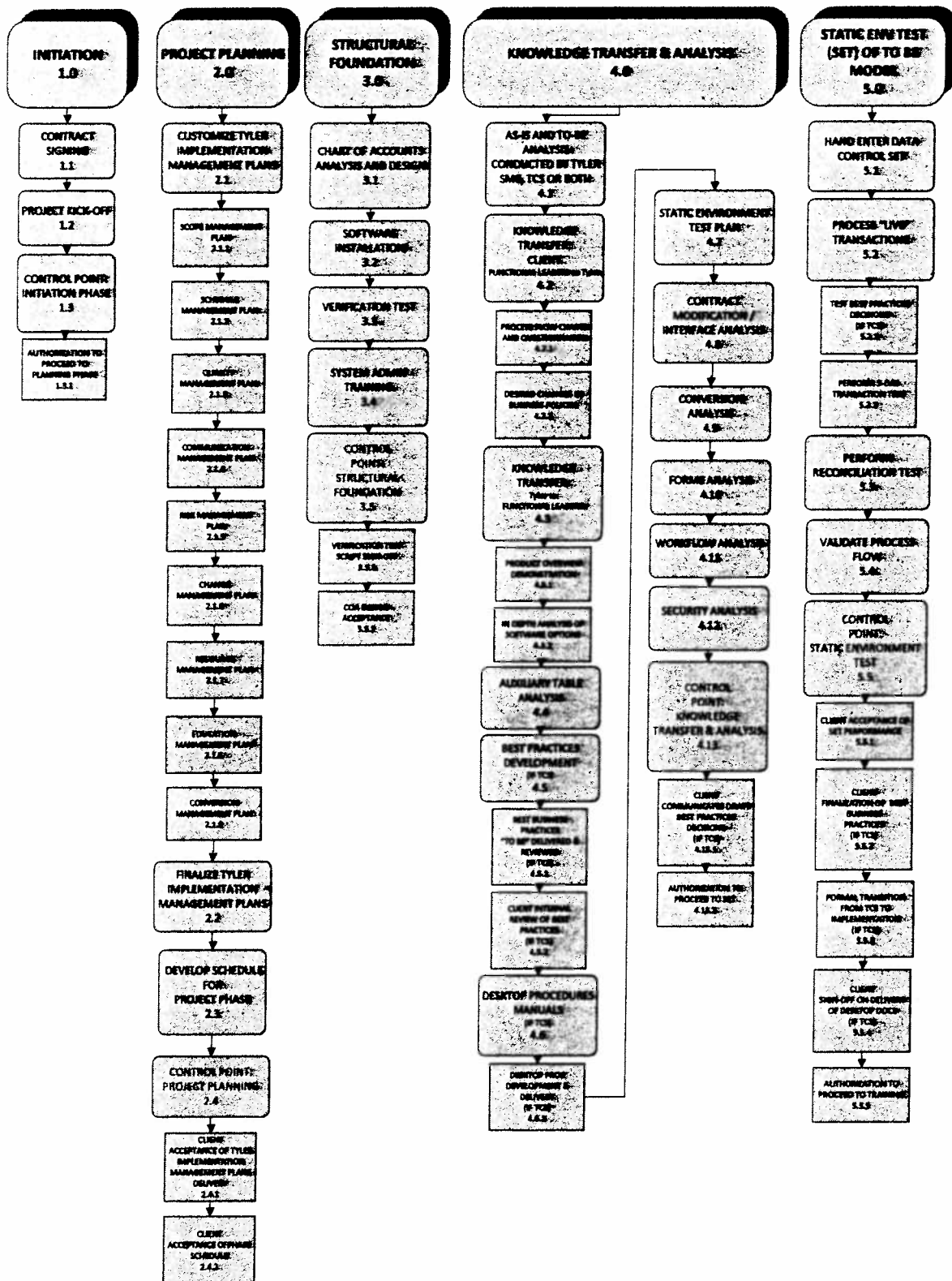
C.3 Implementation Process

The following implementation process will be followed for the project listed in Section A.

C.3.1   Planning and Analysis

This portion of the implementation process commences once a contract has been signed. Project team members from the organization are identified. The City's project team will be responsible for monitoring the project and providing formal acceptance of each phase. Once team members have been determined, functional leaders are chosen for the project. Management plans are formed regarding the scope, schedule, quality/testing, communication, and risk of the project. This is accomplished in cooperation with the organization's management. The process of transferring knowledge to and from the functional leaders begins. Tyler consultants then review policies and procedures related to software functionality. Finally, scripts are tested based on decisions made and formal acceptance from the City's project team is obtained before moving to the next phase.

INITIATION 1.0
- CONTRACT SIGNING 1.1
- PROJECT KICK-OFF 1.2
- CONTROL POINT: INITIATION PHASE 1.3
- AUTHORIZATION TO PROCEED TO PLANNING PHASE 1.3.1

PROJECT PLANNING 2.0
- CUSTOMIZE TYLER IMPLEMENTATION MANAGEMENT PLANS 2.1
  - SCOPE MANAGEMENT PLAN 2.1.1
  - SCHEDULE MANAGEMENT PLAN 2.1.2
  - QUALITY MANAGEMENT PLAN 2.1.3
  - COMMUNICATIONS MANAGEMENT PLAN 2.1.4
  - RISK MANAGEMENT PLAN 2.1.5
  - CHANGE MANAGEMENT PLAN 2.1.6
  - RESOURCE MANAGEMENT PLAN 2.1.7
  - EDUCATION MANAGEMENT PLAN 2.1.8
  - CONVERSION MANAGEMENT PLAN 2.1.9
- FINALIZE TYLER IMPLEMENTATION MANAGEMENT PLANS 2.2
- DEVELOP SCHEDULE FOR PROJECT PHASE 2.3
- CONTROL POINT: PROJECT PLANNING 2.4
  - CLIENT ACCEPTANCE OF TYLER IMPLEMENTATION MANAGEMENT PLANS DELIVERY 2.4.1
  - CLIENT ACCEPTANCE OF PHASE SCHEDULE 2.4.2

STRUCTURAL FOUNDATION 3.0
- CHART OF ACCOUNTS: ANALYSIS AND DESIGN 3.1
- SOFTWARE INSTALLATION 3.2
- VERIFICATION TEST 3.3
- SYSTEM ADMIN TRAINING 3.4
- CONTROL POINT: STRUCTURAL FOUNDATION 3.5
  - VERIFICATION TEST SCRIPT SIGN-OFF 3.5.1
  - COA BUSINESS ACCEPTANCE 3.5.2

KNOWLEDGE TRANSFER & ANALYSIS 4.0
- AS-IS AND TO-BE ANALYSIS CONDUCTED BY TYLER SME, TCS OR BOTH 4.1
- KNOWLEDGE TRANSFER: CLIENT FUNCTIONAL LEADERSHIP TEAM 4.2
  - PROCESS FLOW CHANGE AND CONSIDERATIONS 4.2.1
  - DESIRED CHANGES OF BUSINESS PROCESS 4.2.2
- KNOWLEDGE TRANSFER: Tyler to FUNCTIONAL LEADERS 4.3
  - PRODUCT OVERVIEW DEMONSTRATION 4.3.1
  - IN-DEPTH ANALYSIS OF SOFTWARE OPTIONS 4.3.2
- AUXILIARY TABLE ANALYSIS 4.4
- BEST PRACTICES DEVELOPMENT (IF TCS) 4.5
  - BEST BUSINESS PRACTICES TO BE DELIVERED & REVIEWED (IF TCS) 4.5.1
  - CLIENT INTERNAL REVIEW OF BEST PRACTICES (IF TCS) 4.5.2
- DESKTOP PROCEDURES MANUALS (IF TCS) 4.6
  - DESKTOP PROC DEVELOPMENT & DELIVERY (IF TCS) 4.6.1
- STATIC ENVIRONMENT TEST PLAN 4.7
- CONTRACT MODIFICATION / INTERFACE ANALYSIS 4.8
- CONVERSION ANALYSIS 4.9
- FORMS ANALYSIS 4.10
- WORKFLOW ANALYSIS 4.11
- SECURITY ANALYSIS 4.12
- CONTROL POINT: KNOWLEDGE TRANSFER & ANALYSIS 4.13
  - CLIENT CONSIDERATION OF DRAFT BEST PRACTICES DECISIONS (IF TCS) 4.13.1
  - AUTHORIZATION TO PROCEED TO SET 4.13.2

STATIC ENV TEST (SET) OF TO-BE MODEL 5.0
- HAND ENTER DATA: CONTROL SET 5.1
- PROCESS "LIVE" TRANSACTIONS 5.2
  - TEST BEST PRACTICES DECISIONS (IF TCS) 5.2.1
  - PERFORM DATA TRANSACTION TEST 5.2.2
- PERFORM RECONCILIATION TEST 5.3
- VALIDATE PROCESS FLOW 5.4
- CONTROL POINT: STATIC ENVIRONMENT TEST 5.5
  - CLIENT ACCEPTANCE OF SET PERFORMANCE 5.5.1
  - CLIENT FINALIZATION OF BEST BUSINESS PRACTICES (IF TCS) 5.5.2
  - FORMAL TRANSITION FROM TCS TO IMPLEMENTATION (IF TCS) 5.5.3
  - CLIENT SIGN-OFF ON DELIVERY OF DESKTOP DOCS (IF TCS) 5.5.4
  - AUTHORIZATION TO PROCEED TO TRAINING 5.5.5

C.3.1.1 Initiation (1.0)

C.3.1.1.1 Contract Signing

Task		Roles & Responsibilities	
		TYLER	CITY
(1.1) Contract Signing	• Contract signed by City and Tyler, takes place prior to scheduling the Project Kick-off Meeting.	Share	Share

C.3.1.1.2 Kick Off

Task		Roles & Responsibilities	
		TYLER	CITY
(1.2) Project Kick-Off	• Kick-Off meeting to introduce the City project team, the Tyler project team. • Provide an overview of project activities. • Opportunity for the City Executive to deliver expectations for participation and change.	Share	Share

C.3.1.1.3 Control Point

Task		Roles & Responsibilities	
		TYLER	CITY
(1.3) Control Point	• Implementation Phase Control Point		
(1.3.1) Authorization to Proceed to Planning Phase	• City confirms readiness to start project planning	Share	Share

C.3.1.2 Project Planning (2.0)

C.3.1.2.1 Management Plans

Task		Roles & Responsibilities	
		TYLER	CITY
(2.1.1) Complete Scope Management Plan	• Review scope of project	Lead	Participate
(2.1.2) Complete Baseline Schedule Management Plan	• Define project-scheduling guidelines • Validate go-live dates • Determine blackout dates	Lead	Assist
(2.1.3) Complete Baseline Quality Management Plan	• Define quality and test plan and activities for project	Lead	Assist

(2.1.4) Complete Baseline Communication Management Plan	• Define communications for project • Develop a plan for communications between team members and all other stakeholders	Lead	Assist
(2.1.5) Complete Baseline Risk Management Plan	• Assess risks of project • Develop a plan for prioritizing and managing risks	Lead	Assist
(2.1.6) Develop Change Management Plan	• Develop Plan based on interviews with City Project Team and Functional Leads	Lead	Assist
(2.1.7) Complete Baseline Resource Management Plan	• Establishes and includes the processes that organize and manage the project team and the necessary physical resources for the project tasks	Lead	Assist
(2.1.8) Complete Baseline Training Management Plan	• Lay out the process of transferring knowledge between the City and Tyler • Define measurement criteria	Lead	Assist

C.3.1.2.2   Conversion and Tyler Forms Planning

		Roles & Responsibilities	
Task		TYLER	CITY
(2.1.9) Review Conversion Plan	• Review purchased conversions • Determine timelines, tasks and methods for validation	Lead	Participate

C.3.1.2.3   Project Plan Development

		Roles & Responsibilities	
Task		TYLER	CITY
Discuss Phase Schedule	• Identify schedule constraints, critical deadlines	Lead	Participate
Coordinate non-contracted 3rd Party Implementations	• Develop plan with 3rd Party Vendor to integrate deliverables with Tyler timeline and requirements	None	Own
Deliver initial Phase Project Plan	• Develop task list and schedule. • Assign ownership • Post on City Project SharePoint site.	Lead	Review
(2.2) Finalize Implementation Management Plans	• Update Implementation Planning document with Planning Session results	Lead	Participate
(2.3) Develop Schedule for Project Phase	• Tyler PM will create a proposed schedule for the first phase of the project	Lead	Participate
(2.4) Control Point Project Planning	• Project Planning Control Point		

(2.4.1) City Acceptance of Tyler Implementation Management Plans Delivery	• City signs-off to accept the Implementation Plans	Participate	Lead
(2.4.2) City Acceptance of Phase Schedule	• City signs-off to accept the Phase Schedule	Participate	Lead

C.3.1.3 Structural Foundation (3.0)

C.3.1.3.1   Chart of Accounts

		Roles & Responsibilities	
Task		TYLER	CITY
N/A	N/A	N/A	N/A

C.3.1.3.2   Hardware & Software Installation

		Roles & Responsibilities	
Task		TYLER	CITY
(3.2) Perform Software Installation & System Admin Training	• Install VPN • Install purchased software • Train City on system setup, configuration and maintenance	N/A	N/A
Acceptance of Installation	• City acceptance of installation and training	N/A	N/A

C.3.1.3.3   System Administration

		Roles & Responsibilities	
Task		TYLER	CITY
(3.4) Munis System Admin Training	• Train City on User ID's, permissions, etc.	Lead	Participate
Build Munis System Admin Tables	• City adds Users, builds permissions, etc.	Participate	Lead

C.3.1.3.4   Control Point

		Roles & Responsibilities	
Task		TYLER	CITY
(3.5) Control Point for Structural Foundation	• (3.5.2) COA Design Acceptance	N/A	N/A

C.3.1.4 Knowledge Transfer and Analysis (4.0)

C.3.1.4.1   Knowledge Transfer

		Roles & Responsibilities	
Task		TYLER	CITY
(4.2) Knowledge Transfer:	• As-Is Analysis – City provides	Lead	Participate

City	information to Tyler about current business practices		
(4.2.1) Process flow charts and questionnaires	• Review inventory of processing, configuration and data flow options	Lead	Participate
(4.2.2) Desired Changes in Business Process	• Review desired changes in business processes and data flows	Lead	Participate
(4.3) Knowledge Transfer: Tyler to Functional Leads	• To-Be Analysis – Tyler provides information to City about module with discussion of desired process changes	Lead	Participate
(4.3.1) Product Overview Demonstration	• Review module organization and processing flow	Lead	Participate
(4.3.2) Analysis of Software Options	• Review module parameters, code configurations and work flow options	Lead	Participate
(4.4) Perform Set Up Table Analysis	• Conduct analysis of set up tables codes and parameters	Lead	Participate

C.3.1.4.2   Static Environment Test Plans

		Roles & Responsibilities	
Task		TYLER	CITY
(4.7) Static Environment Test Plans	• Compile information gathered during analysis and prepare scripts for To-Be Test (Static Environment Test)	Own	None

C.3.1.4.3   Interface & Modification Analysis and Spec Development

		Roles & Responsibilities	
Task		TYLER	CITY
(4.8) Perform Interface Analysis (if purchased)	• Perform detailed analysis of custom interfaces identified in contract • Validate requirement and interaction with process decisions	Lead	Participate

C.3.1.4.4   Data Conversion Analysis

		Roles & Responsibilities	
Task		TYLER	CITY
(4.9) Perform Conversion Analysis	• Review and develop initial crosswalk for purchased conversions	Lead	Participate

C.3.1.4.5   Forms Analysis

		Roles & Responsibilities	
Task		TYLER	CITY
N/A	N/A	N/A	N/A

C.3.1.4.6   Workflow Analysis

Task		Roles & Responsibilities	
		TYLER	CITY
(4.11) Perform Workflow Analysis	• Discuss options for workflow settings and desired process flow • Deliver matrix for workflow settings	Lead	Participate

C.3.1.4.7   Security Analysis

Task		Roles & Responsibilities	
		TYLER	CITY
(4.12) Perform Security Analysis	• Discuss options for security settings within applications	Lead	Participate
	• Complete matrix for security settings	Participate	Lead

C.3.1.4.8   Knowledge Transfer & Analysis Control Point

Task		Roles & Responsibilities	
		TYLER	CITY
(4.13) Control Point for Knowledge Transfer & Analysis	• N/A		
(4.13.2) Authorization to Proceed to SET	• City signs-off to accept Knowledge Transfer & Analysis to proceed to SET	Participate	Lead

C.3.1.5 Static Environment Test of To-Be Model (5.0)

C.3.1.5.1   Control Data Set

Task		Roles & Responsibilities	
		TYLER	CITY
(5.1) Create Data Set	• Hand Key representational data using actual City records	Lead	Participate

C.3.1.5.2   Validate Process Flow & Procedural Decisions

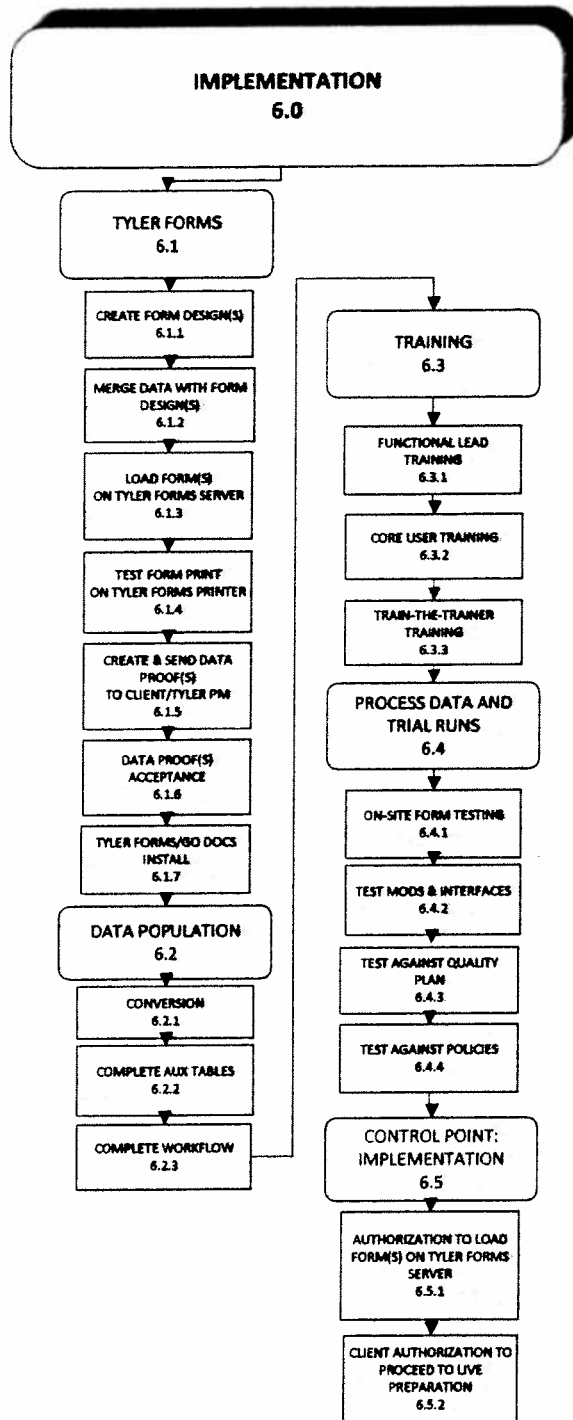| Task		Roles & Responsibilities	
		TYLER	CITY
(5.2) Perform To-Be Test (Static Environment Test) Process "Live" Transactions	• Conduct demonstration of To-Be decisions in Munis with hand-keyed data	Lead	Participate
Validate New Process Flow	• Perform representational City transactions to test overall process flow design	Lead	Assist
Finalize To-Be Decisions	• City validates To-Be decisions	None	Owns
Create Sample Data File	• Produce sample data files for applicable forms	Lead	Participate

(5.2.2) Perform 5 Day Transaction Test	• Perform representational City transactions to reflect a 5 day time period	Lead	Participate
(5.3) Perform Reconciliation Test	• View results of hand entered data via reports and inquiries	Lead	Participate
(5.4) Validate Process Flow	• Test overall process flow design	Lead	Participate
(5.5) Control Point: Static Environment Test	• N/A		
(5.5.1) City Acceptance of SET performance	• City signs-off to accept results of the SET testing	Participate	Lead
(5.5.5) Authorization to Proceed to Training	• City signs-off on entire SET process to authorize readiness to proceed to training	Participate	Lead

C.3.2 Setup, Training and Conversion

This portion of the implementation begins with data conversion, table and preference setup, and primary-user training. System testing follows the completion of these tasks. This testing will determine the success of the knowledge transfer to end users. Formal acceptance from the City's project team is required before advancing to the next phase.

IMPLEMENTATION
6.0

TYLER FORMS
6.1

- CREATE FORM DESIGN(S)
6.1.1

- MERGE DATA WITH FORM DESIGN(S)
6.1.2

- LOAD FORM(S) ON TYLER FORMS SERVER
6.1.3

- TEST FORM PRINT ON TYLER FORMS PRINTER
6.1.4

- CREATE & SEND DATA PROOF(S) TO CLIENT/TYLER PM
6.1.5

- DATA PROOF(S) ACCEPTANCE
6.1.6

- TYLER FORMS/GO DOCS INSTALL
6.1.7

DATA POPULATION
6.2

- CONVERSION
6.2.1

- COMPLETE AUX TABLES
6.2.2

- COMPLETE WORKFLOW
6.2.3

TRAINING
6.3

- FUNCTIONAL LEAD TRAINING
6.3.1

- CORE USER TRAINING
6.3.2

- TRAIN-THE-TRAINER TRAINING
6.3.3

PROCESS DATA AND TRIAL RUNS
6.4

- ON-SITE FORM TESTING
6.4.1

- TEST MODS & INTERFACES
6.4.2

- TEST AGAINST QUALITY PLAN
6.4.3

- TEST AGAINST POLICIES
6.4.4

CONTROL POINT: IMPLEMENTATION
6.5

- AUTHORIZATION TO LOAD FORM(S) ON TYLER FORMS SERVER
6.5.1

- CLIENT AUTHORIZATION TO PROCEED TO LIVE PREPARATION
6.5.2

C.3.2.1 Implementation (6.0)

C.3.2.1.1   Tyler Forms

Tyler Forms		Roles & Responsibilities	
N/A	N/A	N/A	N/A

C.3.2.1.2   Data Conversion

Data Population Task		Roles & Responsibilities	
		TYLER	CITY
(6.2) Conversion	• Prepare system parameters and codes to align with data mapping	Lead	Participate
Set Up Table Training	• Train City on completion of Set Up Tables according to analysis sessions	Lead	Participate
Workflow Training	• Train City on Workflow completion	Leads	Participate
(6.2.2) Complete Set Up Tables	• City builds Set Up tables	Participate	Leads
(6.2.3) Workflow Completion	• City builds Workflow	Participate	Lead
Submit Conversion Data & Produce Balancing Reports	• City pulls data from legacy system and submits to Tyler, produces balancing reports	None	Own
(6.2.1) Run Conversion Program	• Write and execute program to convert submitted data according to crosswalk	Own	None
Train Conversion Validation Process	• Train City on methods for validating converted data in Munis	Lead	Participate
Validate Data Conversions	• City validates converted data using error reports, balancing reports, etc.	None	Own
Submit Conversion Corrections	• City documents and submits needed corrections to conversion	Participate	Lead
Accept Conversions	• City acceptance of data conversions and authorization to load	None	Own

C.3.2.1.3   Training & Testing

Training & Testing Task		Roles & Responsibilities	
		TYLER	CITY
(6.3.1) Train Functional Leads/Subject Matter Experts	• Train Functional Leads/Subject Matter Experts on applicable Munis processing	Lead	Participate
(6.3.2) Train Core Users	• Train Core Users on applicable Munis processing	Lead	Participate
(6.3.3) Train-the-Trainer	• Train City's Trainer on End User processes	Lead	Participate
Train Decentralized End	• Train City's Decentralized End Users	None	Own

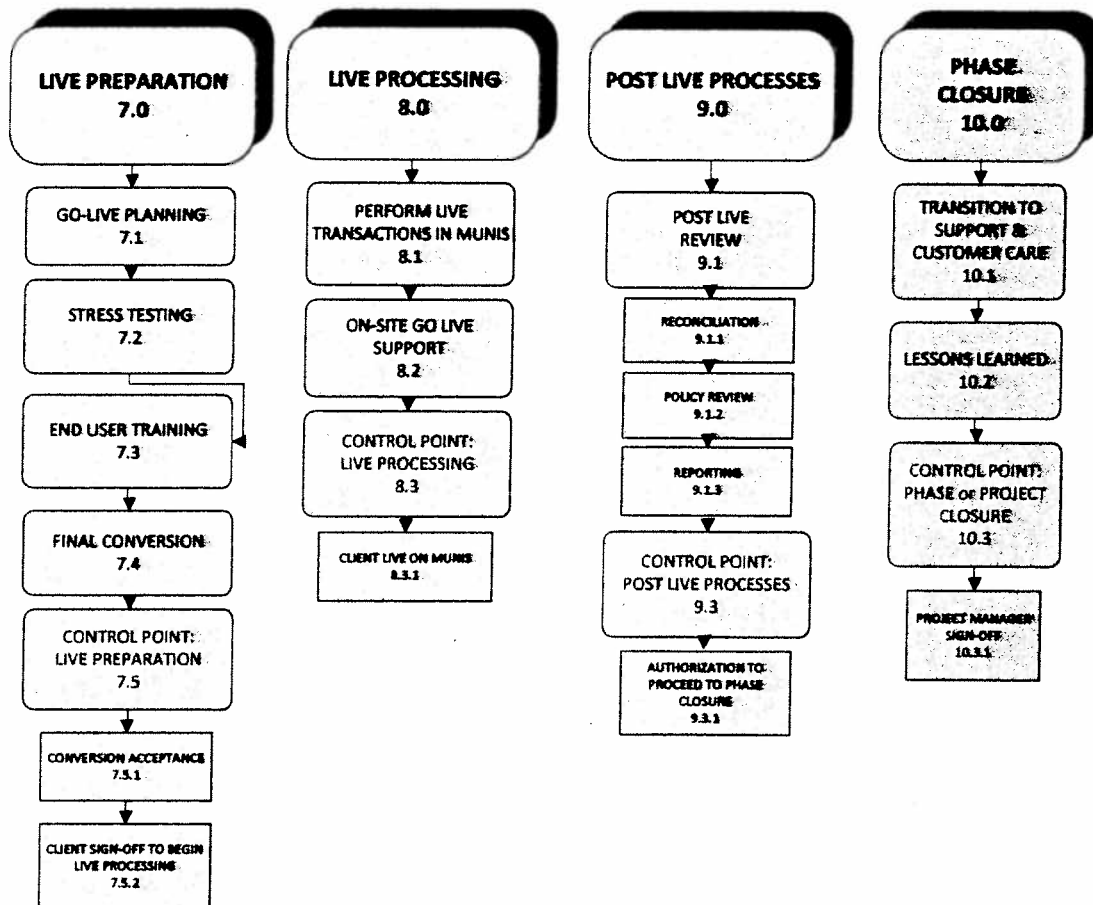| Users			
(6.4) Train and Perform 1st Trial Run/Parallel Process	• Train City on completing Trial Run/Parallel processes	Lead	Participate
(6.4.1) On-Site Form Testing	• N/A	N/A	N/A
(6.4.2) Test Interfaces	• Train City on process of interface programs testing	Lead	Participate
(6.4.3) Test Against Quality Plan	• Verify programs work according to definition in quality plan	Lead	Participate
(6.4.4) Test Against Policies	• Verify process meets policy decisions	Lead	Participate
Perform Additional Trial Run/Parallel Processes	• Complete Trial Run/Parallel process steps, identify discrepancies and correct	Participate	Lead
(6.5) Control Point: Implementation	• N/A		
(6.5.2) City Authorization to Proceed to Live Preparation	• City sign-off on Training – acknowledging readiness for go-live	Participate	Lead

C.3.4 Live Preparation, Go-Live and Phase Closure

This portion of the implementation begins with a pre-live process review, proceeds to final training and conversion to be followed by quality assurance testing. The phase closes with a transition to the product Support organization and formal acceptance from the City's project team.

C.3.4.1.1 Live Preparation

Live Preparation (7.0) Task		Roles & Responsibilities	
		TYLER	CITY
(7.1) Pre-Live Planning	• City and Tyler meet to outline go-live steps, requirements and assignments	Lead	Participate
Perform Go-Live Readiness Assessment	• Evaluate readiness of City staff to perform live process from training and change management prospective	Share	Share
Cut Off Legacy System	• City ceases activities in applicable legacy applications	None	Own
Submit Final Conversion Data & Produce Balancing	• City pulls Final Conversion data and submits to Tyler	None	Own

Reports			
(7.2) Stress Testing	• City performs any desired stress testing	None	Own
(7.3) End User Training	• City trains decentralized end users	None	Own
(7.4) Run Final Conversion Program	• Execute program to convert submitted final data according to crosswalk	Own	None
Validate Final Data Conversions	• City validates converted data using error reports, balancing reports, etc.	None	Own
(7.5.1) Accept Conversions & Authorize Load to Live	• City accepts final conversions and authorizes them to be loaded in Live Database	None	Own
Live data load	• Load data into Live environment	Share	Share
(7.5.2) Authorize Live Processing	• City authorizes City users to begin live processing	None	Own

C.3.4.1.2 Live Processing

Live Processing (8.0)		Roles & Responsibilities	
Task		TYLER	CITY
(8.0) Live Processing	• City begins live processing in system	Assist	Lead
(8.1) Perform Live Transactions in Munis	• City begins live processing in system	Assist	Lead
(8.2) On-Site Go Live Support	• Tyler is on-site to support go-live processing	Lead	Participate
(8.3) Control Point: Live Processing	• N/A		
(8.3.1) City Live on Munis	• City is Processing in System	Assist	Lead

C.3.4.1.3 Post Live Process

Post Live Process (9.0)		Roles & Responsibilities	
Task		TYLER	CITY
(9.1.1) Train Reconciliation Processes	• Review Reconciliation Process training	Lead	Participate
Provide Post Live Support	• Provide assistance to City's users while performing live processes • Work to resolve any outstanding issues	Lead	Assist
Complete Outstanding Training	• Identify and complete any outstanding training on live applications	Lead	Participate
(9.1.2) Policy Review	• Review Policy and Procedure decisions	Participate	Lead
(9.1.3) Reporting	• Train City on SSRS Reporting functionality	Lead	Participate

(9.3.1) Authorization to proceed to phase closure	• City authorizes post-live process and proceeds to phase closure	Participate	Lead

C.3.4.1.4   Phase Closure

Phase Closure (10.0)		Roles & Responsibilities	
Task		TYLER	CITY
(10.1) Transition to Support	• Conference call to introduce Transition Project Manager and Support	Lead	Participate
(10.2) Document Lessons Learned	• City and Tyler discuss Lessons Learned for future phases, if applicable	Share	Share
10.3.1) Final Acceptance	• City accepts Phase Closure	None	Own

C.4 Implementation Roles and Responsibilities

This section defines implementation activities and responsibilities for the major phases of the Tyler Implementation Methodology using the key defined below.

- Own (O): The party is solely responsible for the task
- Lead (L): The party responsible for the task and may manage other resources
- Assist (A): The party is actively involved in completing the task, but does not lead
- Participate (P): The passively party is involved in, but does not lead the task
- Share (S): Both parties are mutually responsible for completing the task. Both parties assume individual responsibility to ensure task is completed
- None (N) : The party is not involved in the task

C.4.1   Project Management

Task	Tyler Role	City Role
Munis Project Plan Development & Management	Lead	Assist
Define Munis Project Standards & Procedures	Lead	Participate
Obtain Executive Mandate	None	Own
Manage Munis Deliverable Sign-offs	Lead	Participate
Manage Tyler Implementation Resource Scheduling	Own	None
Monitor Munis Project Budget	Share	Share
Risk Management	Share	Share
Schedule City Resources	None	Own
Coordinate Tyler Interdepartmental Activities	Lead	Participate
Coordinate City Interdepartmental Activities	Participate	Lead
Tyler Project Status Meetings	Share	Share
Coordinate and Manage Internal City Project Meetings	None	Own
Monitor City Project Task Completion	Participate	Lead
Track Project Issues	Share	Share

C.4.2 Data Conversion Roles and Responsibilities

Task	Description	TYLER	CITY
Data Mapping	Through analysis, fields in legacy systems and Munis will be outlined for conversion. Tyler staff will use best efforts to direct the City on the legacy source files and desired fields for conversion mapping	Share	Share
Run Validation Reports	The City is responsible for producing reports from the legacy system at the time of data extraction. These reports are critical for use during conversion validation	None	Own
Extract data	The City is responsible for extracting the data from a legacy system into the accepted Munis layout	None	Own
Develop conversion programs based on City data mapping and file submission layout.	Tyler will program conversion programs according to the accepted file submission layout. This layout must be maintained consistently for all future data submissions or additional charges may apply	Own	None
Load Data Conversion Passes	Load all conversion passes as directed by Tyler PM	Lead	Participate
Review Error Reports	Tyler will produce an error report outlining errors that result from running City's data through the conversion program. The City is responsible for reviewing the report and investigating solutions	Participate	Lead
Validate Data	The City will validate all data conversions and communicate issues and discrepancies to Tyler in a timely and thorough manner.	Participate	Lead

C.4.2.1 Data Conversion Assumptions

Tyler makes the following assumptions in providing a fixed-price data conversion approach:

- Legacy system data to be converted is provided in a non-proprietary format, such as fixed ASCII, CSV or character-delimited
- Each legacy system data file submitted for conversion includes all associated records in a single file layout
- Each legacy system data file layout submitted for conversion remains static for all subsequent data submissions, unless mutually agreed upon in advance of the change.

- Legacy system data validation and control reports are provided with each data submission to ensure data files are complete and accurate
- Accrual transaction history is not part of this option. If the City requests accrual history it needs to be quoted by the conversion department

C.4.3   Workflow

	Roles & Responsibilities	
Analyze workflow needs and determine use within Munis for each module	Lead	Participate
Recommend areas that should implement workflow business rules to enforce internal controls, segregation of duties and provide additional audit trails for transactions	Lead	Participate
Develop workflow process for all Munis applications based upon approved Best Business Practice recommendations	Participate	Lead
Review the workflow in each office and identify the disparities	Participate	Lead
Outline the current workflow and contrast new procedures	Participate	Lead
Implement new workflow procedures at ERP System implementation	Participate	Lead

C.4.4   Testing

Testing occurs throughout the project, typically in repeated patterns that align closely with other major project activities. This is a shared responsibility between the City and Tyler and will be coordinated, conducted and monitored by both parties.

C.4.4.1 Static Environment Testing (SET)

This is performed once the City has made preliminary process decisions. The purpose of the test is to provide an early opportunity to the City for validation of business process decisions in the actual application, without the complication of converted data. This pristine testing environment allows decision-makers to focus on process flow without the potential impact of converted data. A key part of the test is to conduct a "five-day" transaction test, during which all activities that take place in a standard week are duplicated and tested. This testing is a key milestone that dictates whether data population can begin.

C.4.4.2 Conversion Validation & Testing

This is performed after each pass of converted data is loaded into a testing database. Use of control reports, filtering techniques, comparison reports and visual inspection are all part of this process. The purpose is to identify all issues with data, whether due to mapping inconsistencies, source data issues, data submission content or conversion programming errors. Acceptance of conversion programming must be completed long before the pre-live period so that final conversion submissions have little or no risk of data or conversion programming issues. Final acceptance is necessary prior to live processing as the last step before data is loaded in the live database and live processing begins. This testing is part of pre-live assessment.

C.4.4.3 Forms Testing

N/A

C.4.4.4 System Integration Testing

Beginning with the testing that occurs during the Static Environment Test and continuing with Customizations testing, process training (Project Team/Functional Lead, Core User and End User), parallel or trial run processing and Stress Testing, special attention is paid to the integration integrity of the system. Whether between Munis applications and the General Ledger, or 3rd party import/exports and interfaces, all aspects of functional integrity is tested repeatedly throughout the implementation. This testing is part of pre-live assessment.

C.4.4.5 User Acceptance Testing (UAT)

User Acceptance testing is conducted both leading up to and following end-user training. While some recommend that UAT is all performed post end-user training, Tyler supports incremental UAT through trial run processing in Financials and parallel processing in Payroll and Human Resources, etc. Early trial runs and parallels will most likely not involve end-users, once again isolating them from any issues that may be discovered through the process. Once processes are stabilized and can be completed without significant error, the UA testing will expand to include End Users under the direction of the City.

C.4.4.6 Stress Testing

Stress Testing is completed in the pre-live timeframe and involves a large subset of City users. The City will coordinate this activity and the scheduling of the execution, monitoring and evaluation of the tests.

C.4.4.7 Testing Roles & Responsibilities

Testing Roles & Responsibilities		Responsibility	
Task	Description	Tyler	City
Establish To-Be Test Plan	Compile information gathered during analysis and prepare settings for To-Be Test (Static Environment Test)	Own	None

Perform To-Be Test (Static Environment Test)	Conduct demonstration of To-Be decisions in Munis with hand-keyed data	Lead	Participate
Authorization to Proceed	City acceptance of To-Be Test and authorization to proceed with training and data population	None	Own
Test Forms	N/A	N/A	N/A
Secure Bank Acceptance	N/A	N/A	N/A
Perform Stress Test	Complete Stress Test	Participate	Lead
Perform User Acceptance Test	Complete User Acceptance Test	Participate	Lead
Parallel & Trial Run Testing	Replicate live processing and use tools for identifying and resolving discrepancies	Lead (on 1st, participate on balance)	Participate (on 1st, lead on balance)

Section D: Munis Training & Education

With the implementation of the new ERP system, training planning, development and delivery is critical to the overall success of the implementation to enable ease of use and user acceptance of the new processes and systems. The following training strategy will be used for the project.

D.1 Tyler Education Plan

An Education Plan lays out the process of transferring knowledge between Tyler and the City. Tyler refers to its plan as an Education Plan as opposed to a Training Plan for several reasons. First, the process of transferring knowledge is vital to the analysis phase of the project. During analysis Tyler: reviews the "AS IS" environment, provides Tyler demonstrations through Tyler U videos, reviews questionnaires and ultimately arrives at a "TO BE" model. The TO BE model becomes the foundation for user training. Second, training denotes a classroom setting with teacher and pupil. While training will occur, it is a piece of the overall education needed to be a proficient Munis user.

D.1.1 Purpose

The purpose of the Education Plan is to:

- Communicate the process to the City's project team and Munis functional leaders
- Answer specific questions related to delivery of training to the City's users
- Establish action items and link project personnel as owners
- Define measurement criteria to ensure the Education Plan has been successfully followed

D.1.2 Process

It is imperative that an Education Plan be put into practice as part of the Tyler Project. The plan should include all of the processes required to ensure that the goals for the project are fully satisfied. The overall plan will include the following:

D.1.3 Demonstration, Analysis, and Knowledge Transfer

Tyler employees will perform the following tasks:
- As Is / To Be review
- Product overview demonstration
- Analysis of Munis options
- Questionnaire review

This phase will involve the functional leaders and the City's project leaders. The goal of this phase is to transfer high level knowledge between parties. The output will be policies and procedures related to the use of Munis. The policies and procedures will determine the training agenda to be delivered to the end users. For example, if commodity codes are not going to be utilized within Munis purchasing, then the training outlines for Purchasing should remove the discussion of commodity codes. These sessions are performed remotely via GoToMeeting.

D.1.4 Prerequisites

Tyler has tools that are required prerequisites to user training:

- Training Database - All users must have access to the Munis training environment. The users must have logins established and know how to access the training environment
- How To Guides - In addition to Munis on-line help, Tyler offers How-To Guides depicting baseline Munis functionality and the steps required to process records. For example, the How to Enter a Requisition manual shows a beginning Munis user the steps necessary to create a requisition. These Guides can be found on the Munis Knowledgebase.
- Tyler University – online courses that guide users through processes in preparation for analysis or training.

Users who utilize these tools learn Munis at a faster pace and retain more classroom discussion than their peers whose first exposure to Munis is their first training day.

D.1.5 Munis Application Training

Tyler conducts training in a variety of ways depending on the size of the user community and how the City structures the project team. For instance, if the project team is comprised of the applicable functional central core users, training may be performed as part of collaborative work sessions. If the project team is small subset of the central core users, formalized classroom training will likely be conducted for those not on the project team. The City may video and audio record the training for use in City training efforts for other users or to train in the future so long as the respective Tyler Consultant is comfortable performing the session and it does not interfere with the session productivity. Tyler staff will not be responsible for providing or operating the recording equipment.

D.1.6 Post Live Reconciliation Training

The process of reconciling data is reviewed during pre-live training. However, hands on training with live data provides a better overall understanding of the Munis tables and how to reconcile daily, weekly, and monthly functions.

D.1.7 Post Live Output and Inquiry Training

The output and inquire routines are reviewed during pre-live training. However, hands on training with live data provides a better overall understanding of the Munis options related to extracting needed information.

D.1.8 Logistics

Tyler and the City will work together to define education logistics. The following points should be used as a starting point for defining logistics. The final logistics table will become part of the Education Plan.

D.1.9 Software/Hardware

- How many databases will be utilized?
- Will we establish a Financials Training environment separate from Payroll?
- Who will refresh the training database?

D.1.10 Facilities

- How many training rooms will be utilized?
- Where are the training rooms?
- How many workstations will be in each training room?
- How many printers will be in each training room?
- Other training room requirements (white board, phone, etc.)
- Who will schedule the training room?

D.1.11 Staff

- How many students per teacher?
- How many students per workstation?
- What are the hours of training?
- Who will be trained on each Munis application?
- Who will take attendance?
- What management will be present for each session?
- Who will train the end-users (City trainers versus Functional Leaders)?

D.1.12 Schedule

- Who will determine the exact days for training?
- Who will notify staff members?
- How far in advance will the training schedule be built?

D.1.13 Quality Control

- How will the City determine if attendees have learned required training outcomes?
- How will follow up training be administered?

D.2 Knowledge Base

Tyler provides a knowledge base website that allows users to search and receive training materials such as videos, step by step documentation, how to documentation, etc. Documentation and Release Notes are included with every new release and are distributed with each new release. Additionally, release notes and documentation are updated within the support knowledgebase. Group Training, Internet Training and On-site Training are all options available for updating customers.

D.3 Project Team Training

The project team begins knowledge transfer at the on-set of the project, during analysis. It is through this process and subsequent hands-on set up and process training that the Functional Leaders and Subject Matter Experts build an understanding of the inner workings of the system and how parameters and tables affect the overall processing. These users should attend all applicable analysis and implementation/training sessions. To ensure that the City's project team members have adequate knowledge of the Tyler Munis system prior to going through as-is and to-be processes, Tyler will conduct classroom training/product overview sessions to show product features for each module/functional area.

D.4 Technical Training Approach

Munis Application Administration training is conducted after software installation to show users how to update users, permissions, menu security, workflow administration, etc., from within the Munis software. The Technical Team should attend these sessions, as scheduled. In addition, the Functional Leaders should attend to have a thorough understanding of the permissions and options available. It is a City decision as to who will perform the Munis Application Administration tasks. It may be a combination of Functional Leaders and IT staff.

D.5 Training Plan for Users

The Tyler Project Manager will provide a proposed training schedule based on target live dates and availability of resources (Tyler Implementation Consultants, City trainees, training room, etc.).

- The City Project Manager/Team will review the proposed schedule and approve it.

- The Munis Project Manager or Implementation Consultant will provide training agendas prior to each session. The agenda will be placed on the SharePoint site and may be printed by the City, as needed.

- Training documents used during the sessions will be referenced on the agendas and available on the SharePoint site or linked to our Knowledge Base for easy access by attendees. The City will be responsible for printing the necessary documents for the users, as needed.

- The City Project Team members should attend all training that may have relevance to his or her functional area. For example, a Purchasing Agent may be the Functional Lead and is not directly responsible for entering Purchase Orders. However, he/she should attend PO entry training so he/she thoroughly understands all of the capabilities of the software. It is also

important to have a manager or Functional Leader in every session in order to answer policy related questions and make decisions related to the set up or processing of the Munis® system.

- Central Department Users are responsible for attending each relevant class. Each class is scheduled to be conducted one time. Rescheduling a class due to absences or interruption will cause overages in the training budget and may affect the overall training schedule.

D.6 Conversion Documentation

Tyler will provide detailed Conversion schemas as a guide to the types of data that can be converted, the specific fields available in Munis and other significant information. These schemas are distributed for all purchased conversions and help guide the data mapping process.

D.7 Training Roles and Responsibilities

Training Roles & Responsibilities	Responsibility	
	Tyler	City
Project team training delivery	Lead	Participate
Centralized End Users	Lead	Participate
Computer-based training delivery	Lead	Participate
Train-the-Trainer course development	Lead	Participate
Identify users for Train-the-Trainer classes	Participate	Lead
Schedule users for Train-the-Trainer classes	None	Own
Train-the-Trainer delivery	Lead	Participate
End-user training material development	None	Own
End-user training delivery (process training, navigation, application)	Participate	Lead
Logistics and training administration	Participate	Lead

Section E: Munis Post Go-Live Implementation Support

E.1 Overview of Post Go-Live Support

Tyler and the City will be responsible to work together on a Post Go-Live support plan in order to complete the conversion to Tyler Munis and the included third party products. These services must be planned utilizing allocated contract days and must be budgeted as part of project planning. Typically this is onsite functional and technical assistance in the following areas, per phase:

- Problem analysis and resolution
- Guidance and mentoring to City staff who provide Munis application support functions and user help desk support (problem resolution)
- Respond to help requests and resolve system defects
- Coaching users on use of the new system
- Support and direct assistance for business owner departments (Finance, Procurement, Benefits, Human Resources, Information Technology, etc.)

- Provide proactive support and special attention to processes and departments for functions that are run for the first time during the post go-live period and any functions that are executed for the first time after the go-live period

E.2 Duration of Post Go-Live Support

Within the proposed go-live milestone and through coordination with the City for the post-live plan, Tyler will provide post-go live support after go-live for each phase identified in Section A.4 of this statement of work. Tyler will also provide post-go live support for all key processes that are run for the first time outside of the initial post go-live support period utilizing contract days that are set aside for this purpose.

Such events include:

- Fiscal Year End Activities

Additional assistance beyond the phase/project closure will be considered out of scope and will require a change order or purchase order for additional implementation days.

Section F: Munis Project Assumptions

F.1 Estimated Days

The following outlines major assumptions regarding the Contract and the commitment to Live Dates on time and within budget:
- Tyler will provide reasonable availability of resources to support the City's efforts to complete the project as scheduled. This is dependent on the City's acceptance of proposed dates within five (5) days, or less, of posting proposed dates on SharePoint.
- The City will schedule all applicable users to attend scheduled analysis, implementation and training sessions.
- Session topics are scheduled in advance. One session per topic will be covered within the scope of the project. If the City chooses to have additional sessions repeated, these would be out of scope and require a change order for additional implementation days. This does not include scheduled topics that are repeated for different levels of users. For instance, Accounts Payable Functional Leaders and Core Users will both have AP sessions; however, the level of analysis and hands-on training differs for each group and are considered separate, scheduled sessions.
- On-site assistance during Go-Live for phases of the implementation will be determined based on the total budget of days during project planning. Additional Go-Live assistance beyond the budgeted days will be considered out of scope and will require a change order for additional implementation. Tyler will provide post go-live training for reporting, month-end processing, etc., as defined in the project schedule that will be delivered by the Tyler Project Manager.
- It will be the City's responsibility to train decentralized users. Tyler will train Functional Leaders, Subject Matter Experts, Core Users and the Train-the-Trainer staff. The City is responsible for scheduling the End User training, developing customized user documentation, conducting the training, and assessing user understanding and acceptance.

- All project tasks will be assigned owners and due dates which correspond to the overall project schedule. Project Tasks that are not completed by the due date may adversely affect the project schedule and Go-Live Dates.
- Decisions will be made in a timely fashion in order to achieve scheduled due dates on tasks and prepare for subsequent training sessions. Decisions left unmade may affect the project schedule as each analysis and implementation session builds on the decisions made in prior sessions.
- Abbreviated timelines and overlapped phases can result in project delays if there are not sufficient City resources assigned to complete all required work as scheduled. Should a phase live date slide beyond the original live date, Tyler will need to issue a Scope Change Order to cover the change in date, additional Tyler resource requirements and any potential added costs. Once reviewed and accepted by the City, Tyler will redevelop the project plan to outline the remaining tasks, dates and resources committed to the meet the revised live date.

F.2 Project Planning and Kickoff

The following outlines major assumptions and activities surrounding the Project Initiation and Kickoff phase of the Project:
- The City shall assign and authorize a Project Manager prior to the start of this phase.
- The City Project Manager, along with the Tyler Functional Project Manager, shall participate in the review and final revision of the Project management and planning documents, which include this Implementation Project Scope Agreement, the Project Risk Register, and the Communications Plan.
- The Tyler Functional Project Managers and City Project Manager will develop the Project Plan. Tyler will be responsible for providing the initial project plan and will maintain and update the project plan throughout all phases of the project. The City's project team will approve the initial and all subsequent updates of the project plan at the regularly scheduled project meetings. The City will be involved in reviewing and providing necessary feedback and inputs as requested by the Tyler Project Manager(s).
- The City project team will participate with the Tyler Project Manager in the Project Kickoff meeting to discuss the project approach and expectations. The Project Planning Services line item in the contract covers the development of the Project Management Plan at the onset of the project.

F.3 Facility Requirements

The following outlines major assumptions surrounding the Facility used for the Project:
- The City will provide a room to be used as a training lab for Tyler staff to transfer knowledge to City resources as well as a place for City staff to practice what they have learned.
- The room is to be set up in a classroom setting. The number of workstations in the room is to be determined by the City. It is Tyler's recommendation that every person attending a scheduled session with a Tyler Implementer have their own workstation; however, Tyler requires that there be no more than two people at a given workstation.
- A workstation is to consist of a computer that has access to the Munis training/test database, the internet, and a printer and an audio connection to the Tyler trainer for remote training.

- The City is to provide a workstation that connects to Munis for the Tyler trainer conducting the session. The computer must be linked to a projector so everyone attending the session is able to follow the information being communicated.
- In addition to computers and a printer, a speaker phone, projector, and white board be available in the room.
- The City is responsible for scheduling the training room for the sessions conducted by Tyler staff.
- Should phases overlap, it may be necessary to make multiple training facilities available. It will not always be possible to adjust phase implementation schedules to avoid conflict with other ongoing Tyler activities.

F.4 Project Tasks

The following outlines major assumptions and activities surrounding the implementation of the Munis solution:
- Tyler will inform the City that trainee prerequisites that must be completed prior to conducting the session. Tyler will provide notice of any training prerequisites to the City Project Manager ten business days prior to the scheduled session via a written agenda.
- After each training or implementation session Tyler will inform the City project team what tasks that must be completed prior to Tyler personnel returning to the site.
- Tyler will add new tasks to the master project plan a minimum of ten (10) days prior to the due date.
- Tasks will also be listed on the Project SharePoint site along with due date and owner
- Typical homework items are as follows:
  - Practice on processes learned
  - Review any delivered documents prior to attending scheduled training session
  - Complete Tyler University assignments
  - Complete Set up tables
  - Validate converted data
- Should the City not be able to complete communicated prerequisites or tasks, then the City project manager must bring it to the attention of the Tyler Project Manager immediately so that assistance can be offered or scheduling be revised (if more than two weeks in advance).

Section G: Munis Modifications – Programs & Interfaces

G.1 Definition of a Program Modification

Program customizations typically involve changes or additions in program functionality in order to affect some new, desired result within the Munis programs.

G.2 Definition of an Interface Modification

Custom interfaces typically involve creating custom layout, web services, etc. for the purpose of receiving, sending, or exchanging data between Munis and a third party system.

So long as the 3rd party system integrating with Munis can use the existing Munis formats / methods, then programming charges will not be required. However, if Tyler needs to change any of its formats

to meet the needs of 3rd party products, then programming charges will be incurred at the prevailing contract rates.

G.3 Specification Development

Tyler provides development representatives to ensure an accurate and timely delivery of the desired functional changes. Tyler development representatives will be assigned to manage and monitor activities such as discovery calls, definition documents and delivery milestones. The development representatives work closely with the implementation team, as well as the City, to reach the goal of a successful modification/interface delivery.

G.4 Program Modification or Custom Interface Summary Document

The Program Modification or Custom Interface Summary Document contains descriptions and details of the desired Modification. This document identifies exactly what the City requested modification needs to accomplish and is completed as a result of Tyler development representatives reviewing contract documentation, completing discovery calls, onsite analysis visits (if necessary), and subsequent analysis. Final documentation steps should be completed and sent to City within ten (10) business days after analysis. A copy of the modification summary document is sent to City representative and project manager for review and signature. The standard signoff period is ten (10) business days, unless additional time is mutually agreed upon.

G.5 Program Modification or Custom Interface Specification Document

The Program Customization or Custom Interface Summary Document contains descriptions and details of the desired Customizations. This document identifies exactly what the City requested Customization needs to accomplish and is completed as a result of the Development Representative reviewing contract documentation, completing discovery calls, onsite analysis visits (if necessary), subsequent analysis. A copy of the Customization summary document is sent to City project manager for review and signature. The standard signoff period is ten (10) business days.

G.6 Modification Signoff Document

This document completes the process, indicating the City has received the program Customization and it functions as defined in previous documents.

G.7 Incorporation of Modifications/Interfaces into a Munis General Release

G.7.1 Approval Process for Incorporation

Customizations and interfaces provided by Tyler Development staff become part of the general release of the system. Contract Customizations and interfaces as well as post-contract programming changes follow a formal Customization/Change Process. A Product Manager and the Vice-President of Development evaluate each post-contract request for development quote. A written response is submitted to the City evaluating the feasibility of the request, whether a solution is covered at no charge or involves a fee, an estimated time frame for completion and the applicable Munis General Release version. We attempt to provide a programming solution that has the ability to be used with parameters and settings to allow for subsequent use and broad appeal.

G.7.2   Impact of Modification/Interface Delivery on Implementation

As code changes will be delivered approximately six (6) months after applicable project phase inception there are certain logistics that must be factored into the project plan to accommodate this process. If customizations require upgrading to a new release, plans must be made to introduce the new release into a test environment and conducting thorough cross-module testing, especially for modules already in live production. The City owns this testing and all of these activities must be carefully coordinated with other ongoing phases of implementation.

G.7.3   Installation

At the time of software installation, the most current product available will be installed, but will not contain the customizations ordered by the City. Customizations will be developed as part of the implementation as defined in this Statement of Work.

G.7.4   Project Release Schedule

Customizations are delivered through Tyler Munis Internet Update utility to be loaded against releases in accordance with Tyler's published release life cycle policy (see Appendix K.3). This is done in order to predict and schedule release upgrades during the planned implementation phases and to provide the assurance of continually operating on a fully supported release for live modules. The City will need to upgrade the Munis software solution to a version to be determined for the identified Utility Billing modifications. The version of Munis will be determined no later than the end of the Utility Billing planning phase.

G.8 Modification Listing

There are no modifications included in scope.

G.9 Interface Listing

G.9.1   Custom Interface Listing

There are no custom interfaces included in scope.

G.9.2   Standard Interfaces

Munis provides flexible options for producing imports and exports out of the box. The evaluation of 3rd party requirements for all interfaces not listed as custom must be performed by the City, along with creation and testing of the files.

G.9.3   Interface Roles & Responsibilities

Interface Roles & Responsibilities	Responsibility	
	Tyler	City
Provide standard interface layouts	Own	None
Evaluate standard layout compatibility with 3rd Party requirements	Participate	Lead

Interface Roles & Responsibilities	Responsibility	
	Tyler	City
Train Standard Form Definition options	Lead	Participate
Train Standard Import/Export options	Lead	Participate
Communicate layout requirements for custom interfaces	Participate	Lead
Develop identified custom interfaces	Lead	Participate
Create Form Definition layouts	Participate	Lead
Create Standard Imports/Exports	Participate	Lead
Test Imports/Exports/Form Definitions	Participate	Lead
Secure 3rd Party Acceptance of Files	None	Own

Section H: Appendix

H.1 Listing of Deliverables

A description of each summary deliverable is provided below. All deliverables will be provided electronically in the format used to prepare the deliverable (example: Microsoft word, excel) to allow for updates and revisions. Deliverables will be provided to the City free of grammar/spelling/formatting errors.

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions
DED01	Project Kick-off	Formal presentation to key City staff members on the major project activities, expectations and high-level timeline.	Tyler project manager PowerPoint presentation to City project staff and key City staff members.	All project team members and key stakeholders will participate in the project kick-off.
DED02	Implementation Management Plans	Update management plans to reflect City project approach.	Change Management Plan, Resource Plan, Education Plan, Communication Plan, Risk Plan.	All project team members will participate in the development of these plans.
DED03	Project SharePoint Site	City-specific MS Project SharePoint site for centralized collaboration & communications for: project announcements, managing project tasks, posting project documentation and approvals.	City-specific Project SharePoint, hosted by Tyler, accessible by named City users and Tyler staff. SharePoint site is created from a baseline template and then customized with project-specific details.	Tyler will supply SharePoint site navigation and use; the City will provide users and permissions for account creation.

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions
DED04	Project Plan/Schedule	SharePoint site providing tasks and timelines for deliverables throughout the project as well as dependencies.	Task list with owners and due dates, project on-site and training schedule, meeting schedule. All will be posted in tasks and viewable in list and/or calendar view by all team members on the project SharePoint site.	All project team members will have access to schedule and update as defined in the communication management plan.
DED10	Data Conversion Schemas	Conversion schemas and data formats for all purchased conversions and provide an explanation of specific data fields within Munis necessary to map City's data fields to appropriate Munis data fields.	Conversions listed in the Investment Summary.	The City will provide static files in an acceptable format, with file definitions. Changes to file layouts must be agreed upon in advance. The City will be responsible for extracting data from their legacy system, assisting in the mapping their legacy data to Munis fields, and providing data according to conversion guidelines. The City will generate the required reports to be used in validating the data at the time of extraction.
DED11	Data Conversion Files	Custom coded programs to convert data provided by the City into a format that can automatically be loaded into the Munis system according to the mapping instructions provided by the City.	Conversions listed in the Investment Summary.	Tyler Conversion will return the converted data with instructions for loading and provide error/exception reports for each conversion. The City will thoroughly review the converted data, the

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions
				error/exception report and provide necessary instructions to conversion programmer regarding issues with the converted data.
DED12	Data Conversion Control & Error Reports	Reports providing details on number of records converted, summary balance information where applicable, duplicate record merge, and data conformity (i.e. phone number masking, zip codes, address parsing, etc.).	Conversions listed in the Investment Summary.	The City will thoroughly review the converted data, the error/exception report and provide necessary instructions to conversion programmers regarding issues with the converted data.
DED13	Customization/Interface Specifications	Specification will contain a description and details of the intended modifications/interface and /or programs to be delivered to address the contract item – this document identifies exactly where and how the application programs will be changed.	For agreed to customizations and interfaces.	Development work on customizations will not begin until specifications are accepted and a copy of the specifications is returned with a signature authorizing work.
DED14	Customizations and Interfaces	Modified programs according to accepted specifications.	Develop custom code modifications within Munis to provide desired functionality for agreed to customizations.	New processing procedures as a result of customization will be incorporated into Business Process Consulting service, if contracted.

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions
DED15	Static Environment Test Plan	Plan to provide an early opportunity to the City for testing and validating the business process decisions in the actual application.	Implementation will assist the City in the step by step testing of the functionality of Munis using processes and system parameter set up chosen by the City as the Business Process Design. This test will enable the City to see the way the system functions using their own data. Focus will be on helping the City understand the impact of the approved recommendations will have on the way the system functions.	Tyler's consultants will address any concerns and /or note any areas of functionality that the City determines as not functioning as desired to make recommended changes to the Final Business Process Design. Data files will be created during this process for submission to Tyler Forms that will be used for testing during the forms design and development efforts.
DED16	Agendas	Provide an outline of analysis and training sessions.	Agendas will include time and location, recommended participants, pre-requisites for the session, objectives for the session, and items that participants should bring to the session, if any.	Agendas will be provided 2 weeks in advance.
DED17	Site/Trip Reports	Provide a summary of services and activities on a weekly basis.	Each consultant, on a per trip basis, will provide a report summarizing sessions and activities that they were tasked to perform during the trip. Report will also list project tasks to be completed, owners of task and time frame for completion. Reports will be posted on the Project SharePoint site.	Site reports will be reviewed by Tyler PM prior to posting on the Project SharePoint site.

STATEMENT OF WORK

ERP SYSTEM IMPLEMENTATION

Deliverable Number	Deliverable Name	Description/Objective	Scope	Assumptions
DED18	Status Reports	Communicate a summary of the current project status based on schedule, tasks, and budget.	Provide effective and timely communication to key staff on the current project status, upcoming events, and project milestones at a detail level.	Provided on a bi-weekly basis and will be posted to Project SharePoint site.
DED22	Pre-live Checklist	Identify all tasks that will need to be completed for Go-live.	Checklist will provide cutover timelines to cease processing in the legacy system, timeline for final conversions, contingency processing plans and instructions for decentralized departments.	City staff will participate in the creation and review of the checklist.

Recap of Tyler Technologies - Huntsville agreement
1/27/2016

Original Agreement			1,677,190.00
Modification #1 2/26/15	Drop Bid Management, add Contracts, drop unused conversions		(29,170.00)
Modification #2			
Attachment A 1/27/16	Add Work Orders, Inventory, Bid Management & BMI CollectIT interface	339,630.00	
Attachment B 1/20/16	Add Tyler Cashiering	30,370.00	
Attachment C 3/20/15	Add printer setup	100.00	
Attachment D 8/10/15	Drop payroll data conversions, add 26.5 implementation days	(212.50)	
Total Modification #2			369,887.50
Revised Agreement Total			2,017,907.50